

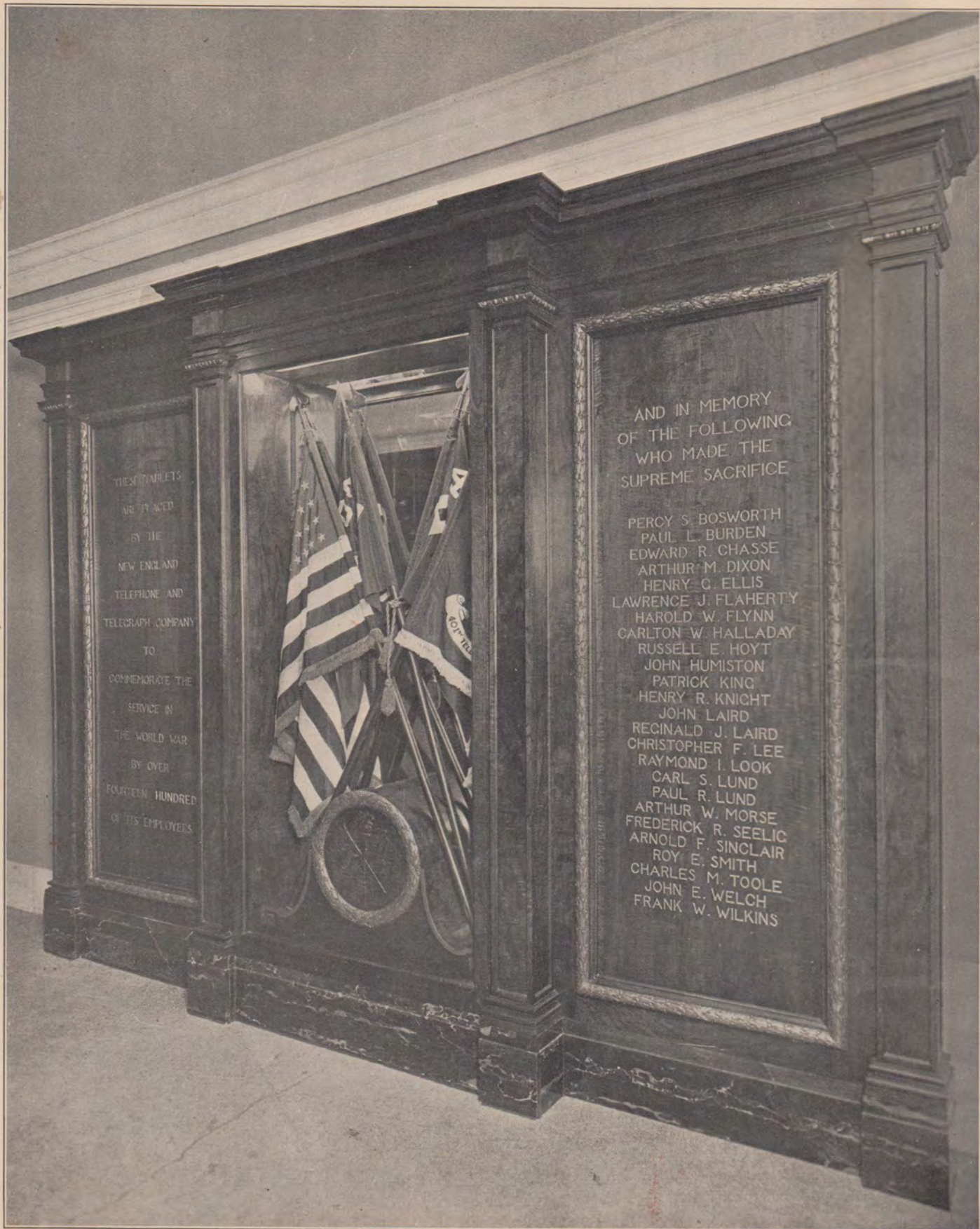
# TELEPHONE TOPICS

DEC. 1920.

## TELEPHONE LIST

*Teddy* 4051 *J*  
*Andrew* " "  
*Jimmy* --- 6310  
*Lucy* 3270  
*Edna* --- 4  
*Johnny* ---  
*Tommy* ---  
*Wanda* ---  
*Billy* --- 5  
*Ruth* ---  
*George*  
*Lillian*  
*William*  
*Joseph*  
*Blanche*  
*Michael*  
*Francis*  
*Grace*  
*Louise*





"LEST WE FORGET"

The permanent memorial to the more than 1,400 employees of our Company who served in the World War. This memorial is at our headquarters building, 50 Oliver Street, Boston

# TELEPHONE TOPICS

ISSUED MONTHLY BY THE NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY, AND THE  
PROVIDENCE TELEPHONE COMPANY, AND DISTRIBUTED, WITHOUT CHARGE, TO THEIR  
EMPLOYEES AND TO THE EMPLOYEES OF CONNECTING COMPANIES  
PUBLICATION OFFICE, 50 OLIVER STREET, BOSTON

## Credit Union Holds Annual Meeting

E. K. Hall and T. J. Feeney Principal Speakers at Fine  
Meeting in Boston, November 15

7½% Dividend Declared

**M**ORE than six hundred members of the Telephone Workers' Credit Union, with their families and friends, attended the annual meeting of that organization in Paul Revere Hall, Boston, on November 15. Edward K. Hall, Vice-President of the American Telephone and Telegraph Company, and Thomas J. Feeney, assistant to the President of our Company, were the principal speakers at the meeting.

For more than a month previous to the meeting the officers of the Credit Union had extensively advertised the meeting, so that almost every employee in the Metropolitan Division knew about it. The supervisory forces of the division helped out materially in making the meeting a success, by telling their forces about it and urging them to attend.

Probably no other organization among telephone employees is more worthy of the support of telephone people than the Credit Union. From the time of its incorporation, five years ago, it has been a splendid help to our employees and to our Company. When it was first organized it had a capital of \$20 and 15 members. To-day it has more than 3,500 members and a capital of over \$100,000. This has all been accomplished by the untiring, unselfish work of the officers of the Credit Union. To one man,

in particular, more than the ordinary share of credit for the success of the Credit Union is due. That man is Charles F. Donahoe, president and manager of the Credit Union for the past four years. His almost untiring efforts, combined with exceptional executive ability, have been of inestimable help in the building up of the Telephone Workers' Credit Union.

The many, many times that the Credit Union has been of help to employees in financial trouble is enough in itself to warrant every employee's support of it. It has taught many of us to save, and by so doing put many of us on a higher plane of life than ever before. The Credit Union movement is primarily to promote thrift, and thrift and saving to-day are the greatest factors in the world.

The business meeting of the Credit Union was held at 7 P.M., and the following

were elected directors for a term of three years: E. L. Shanney, George Bussey, Miss Cyrilla A. Mariner, J. C. Keating, Charles F. Donahoe and Fred. E. Cox. Joseph Marr was elected to the Credit Committee for one year. Sydney Oake, James T. Doyle, and Herbert Marsh were elected as a supervisory committee for one year. At the business meeting a dividend of 7½% was declared.

Any employee of the Bell System can now become

### A Few Facts:

The Telephone Workers' Credit Union—owned, operated, and maintained by and for employees of our Company—is an institution worthy of the support of every employee. The following figures for the year, from November 1, 1919, to November 1, 1920, are more than of ordinary interest:

Loans granted to members.....	\$313,765.54
Loans repaid by members.....	\$230,555.36
Shares paid in during the year.....	\$53,442.68
Deposits made during the year.....	\$148,258.15
Membership.....	3,323
Borrowers.....	1,583
Dividend declared on shares.....	7½%
Interest on deposits (compounded quarterly)....	6%

Every employee is urged to join "Your Bank." A penny saved is a penny earned. Save something systematically every week or every month. Join NOW.

—THE EDITOR.

a member of the Telephone Workers' Credit Union, as it was voted to enlarge the scope of membership to include American Telephone and Telegraph Company employees as well as the New England Company employees.

By unanimous vote the charge for an entrance fee in the Credit Union was changed from a five-cent fee for each share to a flat ten-cent membership fee.

Immediately following the business session the Board of Directors held a special meeting, and the following officers were elected for one year: President and manager, Charles F. Donahoe; vice-presidents, George Bussey, H. B. Crawford, W. A. Greaves; treasurer, Ned C. Loud; secretary, Fred E. Cox.

During the intermission between the end of the business meeting and the opening of the social meeting at 8 P.M., the Telephone Orchestra rendered its usual exceptional music, which won enthusiastic applause. A bevy of charming operators served as ushers at the social meeting.

Paul Revere Hall was well filled when President Donahoe of the Credit Union called the meeting to order, with Mr. Hall, Mr. Feeney, and Treasurer Loud of the Credit Union on the platform.

Mr. Donahoe, in calling to order, said:

"Ladies and Gentlemen: This is the fifth annual meeting of the Telephone Workers' Credit Union. We have just completed what we feel has been a very successful year. We are willing, however, to let the figures of the business that we have done speak for themselves, and I am going to ask Mr. Loud, our treasurer, to read his report."

In making his report, Mr. Loud said:

"Ladies and Gentlemen: I am not going to read the full report, but just some parts of it which I think will be of interest to you, and the figures, which you can carry away with you, will give you some idea of the activity and business that is going on in the Credit Union."

The figures shown on the first page of this story were explained by Mr. Loud in a résumé of the year's work of the Credit Union.

After Mr. Loud's remarks President Donahoe said:

"We, the officers of the organization, feel very proud of the work that we have done during the past year. But we feel that those figures can be beaten, and we are out this year to make an even better showing. During the past year we more than doubled on every item; this year we want to at least triple every item."

"The handling of this organization requires considerable work, and I want to take this occasion to thank those who are acting as our receiving tellers, not only in Boston but in every city in the state. We have at present thirteen branches, taking in every part of the state of Massachusetts. We have with us to-night the branch managers

and chief receiving tellers of those branches. They are doing a wonderfully good job. We have, in the exchanges in Metropolitan Boston and the other exchanges throughout the territory, a large number of receiving tellers, and they, too, are doing a wonderfully good job. We want them to know it, and to know that the officers who have assumed the responsibility for the proper handling of this organization are grateful to them for what they are doing. We also want to thank the officers of the Company for the assistance they have given us.

"But this organization cannot grow unless every employee puts his and her shoulder to the wheel and helps it along. During the next year we hope that we shall be able to increase the scope of the work that we can do, and, in order to do this additional work, we must have your support. We

have planned — although the plans are not fully worked out — that during this year we will loan money to our members to build homes. And we will even go a step further than that; we propose to build the home for the employee. We have got to the point where we hope that, if an employee has his own lot of land and sufficient money to put in the foundation, we shall be able to loan him the balance to build a home, and that we shall be able to build a home for him. That is, the Credit Union will not build it, but perhaps our

coöperative society will be prepared to build it. And I am told that if we can do that we can look for a saving of at least twenty-five and possibly fifty per cent in the cost of the construction of the house. I get these figures from reliable authority, and I feel quite certain that we can make them come true. But we cannot do it unless we have the whole-hearted support of every employee. And we ask every person here to-night to constitute himself a committee of one to go out and boost our bank. We want your support and coöperation, and we need your money to carry on the work that we are doing.

"At the meeting of the Board of Directors to-night it was voted that a dividend of 7½% be paid on our shares for this year. That means that about \$3,300 will be divided among the employees. We hope that next year we shall perhaps be able to increase that, distributing a great deal more than \$3,300.

"I am now going to call on our leaders, Mr. McSweeney and Mr. Sayre, to lead in community singing. You will notice on your programs the words of the choruses."

"Eddie" McSweeney and J. D. Sayre had the audience singing in real form during the community singing.

In introducing the first speaker of the evening, Thomas J. Feeney, President Donahoe said:

"A short time ago, I happened to be in Mr. Feeney's office, and I mentioned something about



the Credit Union. He said, 'I have never joined the Credit Union.' Well, I thought he was a member, taking it for granted that every telephone man and woman is a member of the Credit Union; but when he told me that I decided that, as a sort of punishment for his not having joined before, I would ask him to come up here to-night and tell us why he has not done so. I will now call on Mr. Feeney."

Great applause greeted our Assistant to the President when he arose to speak. The demonstration proved that telephone employees, by and large, are with him in his new position.

#### Address of Mr. Thomas J. Feeney

During his address Mr. Feeney said:

"Ladies and Gentlemen: Your President's statement is substantially correct. Mr. Donahoe did come into my office awhile ago and say he would like to have me speak at the annual meeting of the Credit Union. I replied by telling him a little story that an old friend of mine, Frank Sibley, of the *Boston Globe*, told me at the lunch table the other day. I cannot tell it as well as 'Sib' told it, but it ran something like this: It was a very cold, wintry day, and a couple of chaps without overcoats or gloves were trudging along the highway, and, after they had tramped along awhile, after a long period of silence, one fellow said to the other, 'Ikey, why don't you say something?' Ikey stopped in his tracks, pulled his hands out of his pockets just for a moment and said, 'Well, why should I say something? Freeze your own hands.'

"I told Mr. Donahoe then that I was not a member of the Credit Union. And when he offered to make me one on the spot, I said, 'No; I am not going to be made a member until after your annual meeting.' I know it is customary for a fellow who is running for a political office, or seeking other forms of popular approval, to become a 'jiner' of the church, or the lodge, and so on. But I thought I would prefer to come here to-night not as a member of the Credit Union, but as 'Exhibit A, — a horrible example of carelessness,' and, I fear, a rather too prevalent example.

"One of the things that interested me most, when I first came to work for the Telephone Company thirteen years ago, was the fact that a good many of the men, as in all other business organizations, were at times faced with the necessity of borrowing money. Misfortune, sickness, or other conditions, made it necessary that they should increase their amount of available cash; and every

one knows how difficult it is to do that without collateral. If you have that which is the equivalent of money, you can go to a bank and borrow money, but if you have not that equivalent the usual recourse was, and is, the loan shark. And what that recourse means many of us know. Your Credit Union was formed in order that the telephone people who were faced by such necessity, and who had, as the equivalent of collateral, character and a job, could go and borrow money to relieve their immediate needs.

"I do not know why I have not before now become a member of the Credit Union. The only reason that I can think of is simple carelessness. It was not because of lack of confidence in the purpose for which the Credit Union was established; it was not because of lack of confidence in the people who manage its affairs, — because they have

my fullest confidence. [*Applause.*] It was just my own carelessness and indifference, if I may put it that way. I have seen the results of their work, and I know it is good in many directions. In the first place, it encourages thrift, and thrift is one of the needed fundamentals to-day. In the second place, it enables the Credit Union to help those who are our associates, friends, and coworkers; and it not only helps them to tide over a temporary condition, but it teaches them some lessons of system and habit which become permanent.

"It has pulled many a worthy man out of serious difficulty and, by preaching to him a few economic truths which he has followed, has started him off on a new course. I don't suppose any one outside the inner circle of the Finance Committee of the Board of Directors could tell exactly what has been done along that line; but I know of a few cases within my own knowledge and, knowing those, I maintain here that if the Credit Union had done nothing more than help the cases which come to my mind, it would have justified its existence. It has done that sort of thing much better than the Company itself could have done it, and that is one other point in its favor. It is an association of employees who want to help employees. And, whatever helps the employees of the New England Telephone and Telegraph Company helps the Company itself and the Company is glad, to whatever extent it may be privileged to do so, to help the Credit Union.

"To-morrow I intend to go over and make a small deposit in the Credit Union, and I am going to try to habituate myself to going in there weekly and repeating that deposit, keeping it going week after week as long as possible. I have held myself up here as 'Exhibit A, — a horrible example';

#### "Tom" Feeney Makes Good

DURING his address Mr. Feeney offered himself as an exhibit of one who did not belong to the Credit Union and as an exhibit of one who should. He stated that the day after the annual meeting he was going to join. He made good his statement, and he is now a full-fledged shareholder in "Your Bank." A good example for all to follow. Join Now.

— THE EDITOR.

let me suggest that others of you who are in the same class take pattern by what I am going to do in the future.

"I should like to say just a word more, and I think I can say it better than any one else, for the reason that I am not a member of the Credit Union. That is, a word in appreciation of the effort and the time that the officers of the Credit Union have given, and the clear-thinking that they have shown, in dealing with this project. They have given this service without money and without price, and I think it deserves the highest praise. As I say, not being a member of the Credit Union, I think I can express this appreciation for you perhaps more fittingly than you yourselves could.

"I am not going to talk on the obvious benefit of thrift, because there is one here who has an interest in that subject, and who can talk much more entertainingly and instructively than I can. I feel now somewhat in the position of the Sunday-School superintendent who stood before a roomful of small boys, looked down upon them benevolently and said, 'My dear children, what shall I speak to you about to-night?' And a little kid in the gallery piped up, 'About three minutes!' My time is up."

Following Mr. Feeney's talk Miss Florence Ryder, of the Commercial Department, sang several solos beautifully.

Unfortunately Mr. Joseph C. Allen, the Bank Commissioner of Massachusetts, who had been

invited to speak at the meeting, was unable to be present. Mr. Donahoe read the following letter from Mr. Allen:

"I regret most sincerely that I shall not be able to attend the annual meeting of your Union, to be held on Monday evening next. I had hoped, when you so kindly invited me to be present, that I would find it possible to be with you on the occasion of your meeting, but I find that it is impossible.

"I send you and your associates my very warm regards, and my best wishes for your continued prosperity."

The next number on the program was vocal selections by Miss Frances Mikolajewski, of the Fort Hill operating force. The tremendous applause she received was entirely warranted.

The next speaker of the evening was E. K. Hall, and when he was introduced by Mr. Donahoe he was greeted with tremendous applause, a fitting greeting to an old friend of all present.

#### Mr. Hall's Address

Mr. Hall spoke in part as follows:

"I have been watching the career and the success of the Credit Union with a great deal of interest ever since it started. It has had a remarkable career. In my judgment it is a wonderful institution, and a good thing not only for every individual in it but a good thing for the Company. It is a good thing to have in the Bell System. It is setting a good example to other industries and to the people in other industries.

"There are two principal phases of the Credit



THE YOUNG LADIES WHO SERVED AS USHERS

Left to right: Margaret Connolly, Anna Crumbs, Gertrude McGlinchey, Jennie Donahue, Alice Brady, Cyrilla Mariner, Mary Smith, Laura Keenan.



DIRECTORS AND OFFICERS OF THE TELEPHONE WORKERS' CREDIT UNION

Front row, left to right: Sydney Oake, supervisory committee; Wm. A. Greaves, director and vice-president; H. B. Crawford, director and vice-president; Charles F. Donahoe, director, president and manager; Ned C. Loud, director and treasurer; George Bussey, director and vice-president; E. M. Ainsworth, credit committee.

Second row, left to right: A. M. Dittmar, director; George S. Rogers, director; Harry H. Hayman, director; Miss Cyrilla A. Mariner, directress; Herbert Marsh, supervisory committee; E. L. Shanney, director; Arthur I. Scrannage, director.

Back row, left to right: Joseph Slavin, credit committee; Fred E. Cox, director and clerk of the corporation; John A. Tierney, director; J. C. Keating, director; James Murphy, director; James T. Doyle, supervisory committee; Joseph Marr, credit committee.

Union and its work, of both of which I would be glad to speak if time permitted. The first one, of which I shall not speak at length, is the loans. What a wonderful thing it is for people in this organization to have the opportunity to come here when they need money—and we all get up against times when we do need money—and get small loans simply on the strength of their own personal character, known to their associates, and the fact that they have got, and intend to stay by, a real job. It must have meant more than words can express to people who have had the opportunity to come without losing their self-respect, without the feeling that they are imposing on anybody, but knowing that they had the right to come and get the temporary financial assistance they had to have and which they deserved to have.

#### Credit Unions Start Thrift Habit

“But it is another phase of the Credit Union that I want to speak about to-night, and that is the habit it starts of saving money,—the habit of thrift. We have gotten in this country—in most countries, perhaps, but certainly in this country—too careless about our savings, too thoughtless of what saving means. I want to talk about saving to-night, but before I do I want to define what

savings are. Too often, I am afraid, we regard savings as simply something that may possibly be left over after we have spent money for about everything we can think of spending it for. But in the last analysis, when we get down to brass tacks, savings are what is left over from what we have individually produced by our own efforts after we have fed ourselves, clothed ourselves, and met our necessary expenses.

“To make that a little clearer, let us go back to old times, back to the beginning of things. Who was the first man who began to save? Let's take a look at the original instinct and practice of saving. We go back to the early, primitive man. When he got up in the morning, the only thing he had to do all day was to find enough to keep him alive during the day. If he lived in a tropical country and could find berries enough, fruit, perhaps a few shell fish,—whatever he needed to keep life going during the day,—that was his day's work. Not needing a house for shelter, or clothes to wear, but simply something to eat, he did not need to produce or find anything for the next day. If he knew where to go out and get berries, fruit, fish, that sort of thing, that was sufficient. But the result has been that many of those people in tropical climates have remained

pretty nearly where they were thousands of years ago. They have not had to produce or lay by anything else, as long as their daily supply of food was practically assured. Those people have not progressed in the last five thousand years.

#### Primitive Man Developed by Thrift

"But what has been the development in the case of people outside of these tropical regions? Here they have found that they could not get enough every day to eat; that there were seasons; that food would grow in the summer, but that unless they took that food and stored it away somewhere they would suffer from want later on; that the time would come in the winter when they could not go out and get the berries and other food.

"So what did they do? They worked a little harder than they had worked before, worked enough each day to provide not only the needs for that day but to provide an extra supply for the winter, for the change of season that they knew was coming.

"They learned another thing, too. They learned that if they were going to be comfortable in the winter they could not go about simply wreathed in the 'smiles' we have been singing about to-night

[laughter]; that they must have clothes to protect them from the weather, from the wintry winds and the cold. And so they hustled around and got the skins of animals and made clothing to protect them in the winter season. They also found that they had to work a little harder on some days than the necessities of the day demanded, in order to put together a little shack which would protect them from inclement weather.

"Just as soon as people migrated into countries where by force of circumstances they were compelled to do a little more than would be necessary to simply take care of them for the day, where they were forced to look forward to and provide against the future, to do a little more work in order to provide their future supply of food and clothing and shelter themselves from the elements, they began to develop, to grow, to become a good deal more than the almost animal men and women of tropical climates. It has been the saving, the looking forward into the future, and planning for the future, that has developed the civilization of to-day.

#### Step by Step This Development Took Place

"They found that there was more or less of a



DISTRICT MANAGERS OF THE CREDIT UNION WHO ATTENDED THE ANNUAL MEETING

Left to right: J. T. McGirr, Lowell; C. W. Chisholm, New Bedford; R. H. Carlisle, Salem; E. W. Dinsmore, Framingham; H. L. Mann, Lawrence; J. F. McLaughlin, Hyannis; G. L. Taber, Fall River; F. M. Collins, Pittsfield; P. H. Cobb, Springfield; H. A. Ballou, Greenfield; F. J. Dunn, Haverhill; Geo. H. Spellman, Worcester.

Charles E. Wiley, district manager at Fitchburg, was unable to be present when this picture was taken.

gamble about going out and finding berries, fruit, and grain. A man, for instance, might go out and locate a perfectly good tree in the woods, full of nuts, but the next day or the next week he might go out to that same tree, to get a fresh supply of nuts, and find that some other fellow had slipped in ahead of him and taken them. So, instead of simply trusting to luck, men began to look about to find a little plot of ground which they could have to themselves. They found that a few days spent in planting and cultivating would supply not only enough grain for their own use but enough for others. The latter represented their savings.

"Then men found that instead of going out and chasing animals all day for meat, they could catch them with snares. Then they finally made bows and arrows with which they could kill animals, and fish lines and hooks with which they could catch fish. They had now come to the point where they had tools to work with, which enabled them to get vastly more food in one day than they had ever been able to get before in one, two, or three weeks. That is, by their tools they were able to produce more than they consumed. They were in this way increasing their savings.

#### Invention of Tools Developed Thrift

"Then a new development came. A man found that, instead of trying to produce everything he consumed he could specialize in production and swap his excess with some one who produced something else. For instance, he would use his savings and extra time to make a saw mill, and then, instead of raising his own food, he would saw up logs for the farmers which they needed in building houses, and be able to get his food from them in return for that service; or he would build a grist mill, and others would bring their grain to his mill and he would take his pay in grain.

"He could saw the wood or grind the grain more cheaply than they could, and they could do other things more cheaply and effectively than he could. And so each helped and supplemented the other, each using his savings and specializing in different ways for the benefit of all, and each thereby being able to produce more every day than he was previously able to do.

"The point I want to bring out is this, — that just as soon as men found that they could do a little more work and produce something more than they actually needed for the day the surplus represented savings, and the savings could be invested in tools, so that a man would not only be working himself but would have the savings working with him. The harder he worked and the more he produced in excess of his consumption, the more he could obtain of the good things necessary for his well-being and comfort in the world about him.

"That is the way the whole civilized world has developed, by savings, which are purely and simply the result of producing a little more every day than one needs, and then using those savings to produce more, so that the total production of all continually

becomes greater and the prices of the things produced continually tend to become cheaper.

"To come down to the present time: Very few of us produce our own food. Very few of us chase our own meat through the woods. A few people are doing all the fishing, some the hunting, and others are doing the farming. Other people are producing other things. That is because we have found it desirable to divide this work of production and to have the producing in different lines done by specialists. One man catches fish, another raises cattle, another raises grain, potatoes, apples; another makes clothing, another makes shoes, another mines the metals or the coal, another makes tools, and so on.

"Most of us, for instance, are engaged in the telephone business. While we are not exactly producers in the primitive sense, we are essentially producers, because we assist in production of every kind and take a very important part in it. Furthermore, we help in the exchange of products. We help, and the railroads help. All the commodities upon which the world depends must be transported back and forth, and we help in a very important way by furnishing telephone service which enables the exchange of products to be made quickly and easily.

#### How Telephone People Assist Production

"Here is the point. We assist in a very vital way in the world's production and transportation. We are an important part of the producing world. It is important that we, like other producers, should save, should add something to the stock of production, and that we should put into the world more than we take out.

"How are we going to do it? By saving our money, so that we can contribute our share to the new tools and new facilities that make it possible to increase the country's total production.

"It is because this question of saving has become such a vitally important one in this country to-day that I wish to speak upon this phase of it for a moment. Ordinarily we are inclined to think that what we do with our money is nobody's else business. I say, 'This is my money that I have drawn this month, and I can spend it or save it, whichever I wish to do. It is nobody's else business, but is right up to me.' Well, perhaps there is quite a long argument upon that, if people wish to look at it from the absolutely personal point of view, but the point I want to make first is that everybody — practically everybody who is a producer in this country or in any other — can save if he wants to save. I don't know whether anybody would argue that proposition with me or not, but if we think it over a little bit we shall realize that it is true. It makes no difference what anybody's salary is, what wages he gets, — except in very isolated cases where, for example, a man has a great many people dependent upon him, or is crippled, or for some reason cannot be as successful a producer as others, — he can save.

Every able-bodied person, if he is reasonably honest, who is holding a good, steady position of any kind, can save money. The trouble is that it is so easy not to save. You know how it is with this money question. We draw our money in a pay envelope, and then sometimes it seems very much like our breath. The minute we draw it we start to blow it!

"But we have had in the last few years a tremendous demonstration of what people can do if they want to, in the way of saving. We have had the most wonderful demonstration the world has ever seen, in the last three years, as showing what people can do by saving. Suddenly we were in a great war. We were entirely unprepared for war. Furthermore, it was a war in which we had to act quickly. There was just one thing in the world to do,—get our men, our munitions, our supplies, our food, everything over there quickly. We said, 'That is going to cost money. How are we going to get it?' We could not take the savings that the people had already accumulated. Why not? Because they had already been invested in tools, facilities, houses, etc., and could not be gotten out quickly. How could we take the money, for instance, that had been put into the telephone business and use it in the war? It had been spent for poles, lines, equipment, and switchboards, and a large part had gone into wages. The value was there, the capital was there, the accumulated savings were there; but it was no longer available in the form of money. We had to have at once not only millions but billions and billions of dollars to carry out the tremendous war program that was necessary, and the haste and importance was such that it cost us twice, three times, four times, five times as much as it would have cost if we had had time to work it out in a more economical way.

#### Our Savings Won the War

"Where could we get the money? There was only one place in the world that that money could come from. Where did it come from? Right out of this room. The people who were producing every day, yourselves and others in the community, were called upon to change your standard of living so that you could save a large proportion of what you produced each day. We were in a war, and we had to save and save and save until it hurt, and everybody did it.

"And what happened? In three years we saved somewhere near twenty billions of dollars and loaned it to the government, which in turn used it to prepare for and pay the cost of winning the war. And not only did we save it and turn it over to the government, but the producers, the people, the workers of this country who saved it out of their production, did so knowing that it was not going to go into new production, that it was not going to help out the cost of living any. If we had taken that twenty-two billions of dollars and invested it in farms, farm products would have

been cheaper. If it had been used for building homes, homes would have been cheaper; if we could have poured all that money into industry and cheapened the cost of production. But, in spite of the fact that we knew it was going to push up the cost of living in every way, and that billions and billions of it would be absolutely destroyed, nevertheless we saved it and furnished it.

"Of course, it is a pretty tough proposition when you save money and know that so much of it is going to be absolutely destroyed. I am quite willing to save money every month if I know that I am going to get the benefit of that money, if it is going to work with me for my own benefit. If I can hitch up my savings with myself and not only have the result of my personal efforts through the year but also the result arising from my accumulated savings, it is no hardship to save, because I can see that I am going to be a little better off every year by doing it. But here was the proposition,—our savings were being taken and were not going into production, but were going away, in large part to be absolutely destroyed. We would not think of taking our savings and dropping them off the dock, and yet that is just exactly what happened with billions of our savings during the war.

"What did we do it for? To protect what we had already saved. That is what we did it for. We did it to protect this country—our property, our homes, and everything in it. And we were ready to go to any length to do it.

"I just bring that up to show how easy it is for the producers of this country to save money in almost any quantity if they have the desire and really make up their minds that they want to do it.

"It is largely a matter of every one putting to himself just two questions: 'When I get to the end of the year do I want to have at least a little bit of what I have produced during the year left?' Everybody will answer that, 'Yes.' Of course we want to come to the end of the year in that position. The next question to ask ourselves is, 'How are we going to do it?' It is a simple matter to do it if we put into it a small part of the thought and intelligence we put into our ordinary daily work on the job.

#### The Importance of a Budget

"I noticed in this last issue of TELEPHONE TOPICS one of a series of articles on how to run a family budget. That is the way to do it. Plan for it. How long do you suppose Mr. Jones and his immediate advisers and helpers would last in their present position if they did not sit down at the beginning of every telephone year and plan out a budget for the expenditures of the New England Telephone Company for the year,—the expenses, cost of doing business, the probable revenue, working it carefully according to a definite plan, so as to have an intelligent idea of the way things were going? If that had not been done during



### IMPRESSIONS AT THE CREDIT UNION MEETING

the last three years the New England Company would not have come through these troublous times as it has, as one of the companies that has weathered the storms of this readjustment period better than thousands of non-telephone companies in the country and as well, I think, as any telephone company in the United States. With such planning and thought and with the ordinary business prudence which is applied in the management of the Company applied to our own affairs, we are bound to come out at the end of the year something to the good—in other words, having produced more than we have actually consumed.

"I might, if I had a little more time, say something about what that means to each one of us individually, what it means to a man or a woman to feel that he or she is gaining a little bit, is really producing more than is being consumed; what it means to the contentment of an individual, and to his self-respect and independence, to feel that he is every year gaining a little bit on his production as against his consumption; what it means every year to feel that a man's savings are going to help him a little bit more than they have in the past, that his accumulated savings are going to supplement his income a little more this year than before. If I had time, I should like to say something about what it means in character, because to my mind that is one of the greatest influences of thrift and saving. Nobody can save, exercising self-denial in giving up something he would like to have, by cutting out useless expense here and waste there, without strengthening his character every time he does it; and character is what we need in business as we never needed it before. It is what we needed in the country as we never needed it before, and there are few things that stimulate it more than to have men save and determine to get ahead of the game.

"Conversely, there are few things that have a more harmful influence, in my judgment, than to have people get money in other ways than by saving,—when a man gets it by being a profiteer, by cheating his fellow-beings, by any unfair sort of method, that spoils his character, and in a good many instances it spoils the characters of those around him. We get an idea sometimes that this saving business is too slow,—and it is slow,—but it is the way our fathers and our great-grandfathers did. It is the way that every nation that has come through with a strong civilization has done,—saving through self-denial. Occasionally we see a man here or there who by some turn of the wheel apparently makes a fortune in a minute. Then the rest of us are apt to get sore, because we have been going along in a slow way and have not had such success, and to say to ourselves, 'Well, I think it is the best policy for us to speed up a little.' And what are we likely to do? We are sometimes tempted to take the small amount we have saved and put it perhaps into the hands of some wizard like Ponzi, some one who will wave a magic wand and bring a fortune to us in a moment.

### Saving Develops Character

"The principal thing I want to emphasize tonight is what these savings mean, not alone to the individual but to the world around us. All of you have started your savings and know what the result was when you begin to get a little ahead of the game. You know that you had more self-respect than you had before. I do not need to talk to you as to the desirability of saving in respect to its effect on you individually.

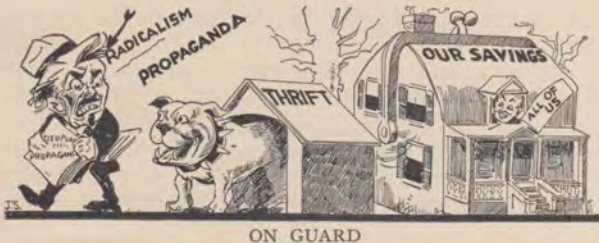
"Some difficult and trying times are ahead of us right now in this country. If there is any one outstanding thing we want to encourage right now in this country, from an economic point of view, it is greater production. If we can produce more without its costing any more relatively to produce it, then it is inevitable that the cost of living is going down. Just as long as the cost of living continues to go down under those conditions, just so long we will have a better chance to get more of the things that are worth while in the world, and at the same time have a chance to continually save more.

"There are two ways to get cheaper and more production. One, if we could do it, is for all of us who work for salaries and wages to get together and agree among ourselves to speed up our work, so that by greater effort and efficiency we would produce more,—more coal, more shoes, more wheat, and more of all the necessities. But there is another way that I wish to refer to, which is equally important. I will not say that it is more important, because they are both important. But there is another way that will help and that is very necessary as a supplement to the first. We want greater production in this country; we want the cheapest production possible. Production does not do us much good if the costs of production are so high that we cannot afford to buy. For instance, producing a ton of coal in Alaska which it will cost \$35 to deliver in Boston does not help us here very much, and it does not help the situation. What we want is to have coal produced and landed in Boston away below the present figure. How can that be accomplished? And when I say 'coal,' I mean not only coal but wheat, cloth, steel, wire, and everything else that we consume and use. How can that be brought about,—how is it going to happen? It is going to happen in just the way it has happened in the past. We must get more savings and put them at work. We just saw that in the early days, as soon as a man produced more than he consumed during the day, he could with those savings procure tools, and with the use of the tools he could get a great deal more out of a day's work. It is exactly the same to-day. If we would collect our savings, as we did during the war for three years, we producers, and put them into industry as an investment, it would bring down and tend to keep down the cost of living in this country to an extent that we little realize. We must get more savings at work.

### Credit Unions Set Magnificent Example

"That is why I say that the Credit Union is setting a magnificent example, because it is teaching not only its members but people looking on from outside, to save, save, save; and the natural step after saving is the investment of those savings and putting them at work.

"One of the things that makes that especially important now is the fact that there are too many people suggesting a new and different theory. They say, 'No, that is not the way to do it. That is not the way to bring prosperity to this country, this letting people keep their own savings and put them in the banks, or invest them. The way to do it is to take away all the savings that the thrifty have been able to accumulate up to the present time, mix them up in a hat, and divide up evenly. Then hereafter nobody will be allowed to save anything and get the benefit of it for himself or his family. He must turn his savings or excess production over to the common fund.'



"That is socialism; in Russia called Bolshevism. To enforce this theory they are killing people, destroying the homes, and destroying almost everything else worth living for. Yet they are still trying it, and we still have people going around this country and saying, 'Let us have Bolshevism or socialism, and divide all these things up and own them in common.' Of course that would take away the incentive that we would have to work a little harder and to save for to-morrow. But they say, 'We will take care of everybody. It will not be necessary for them to do it themselves.'

"Just so soon as any country adopts that doctrine, just so soon as it becomes the law of any land, just so soon will that country start toward its ruin and its people toward untold misery. It seems to me we are not half awake to this poisonous doctrine that is being spread throughout this country to-day as never before. So far as I know, the only one big outstanding agency fighting that idea tooth and nail, day after day, is the Catholic Church. I do not know of any other big organization that is so actively wide awake to this menace. We all say, 'Yes, it is a vicious thing,' but we are not doing anything about it.

"There is one great constructive thing we can do if we will—we people in the industries. We can organize and save, as you people here in the Credit Union are doing. We can put our savings into the industries and make them work for our

own good and for the good of society. We have a right to save and do not propose that it shall be taken away from us. We have a right to save and the right to the earnings of our savings. We, the workers and producers of this country, are not going to be misled by any of this false propaganda. We are going to take our savings, put them back of industry where they can increase our own incomes and increase production for the benefit of all.

### Socialist Theory Not New or Progressive

"This socialistic theory was once tried in this state under the most favorable circumstances—only it was not called socialism. The Pilgrim Fathers, when they came over here decided to pool their issues and to own practically everything in common. They were right-minded people. Their motives were the very highest. They were ready to suffer hardship and to practice self-denial—for an ideal. They came over here to worship God in their own way and to get away from oppression in other countries, and they said, 'We will all fare alike. We will share prosperity or adversity,—share and share alike. No one shall have better than his neighbor.' It was a pitiful failure. They found that they could not change human nature by signing a paper. They found that man will not work for the shirker and the thrifless as he will work for himself and his own family. They found that there is no incentive for a man to produce more than he and his own family consumes if his excess production is immediately to be taken away from him and handed over to the loafer.

"These good people nearly starved for three winters, and that little colony never even started to prosper until they restored the right of each individual to keep for himself the difference between what he produced and what he consumed—whether that excess was produced by extra effort or by self-denial.

"Our forefathers' earnings and savings, your earnings and savings and mine, are what have made this country of ours possible.

"I think very few of us have realized what an opportunity there is for us, the workers who earn our livelihood in the large industries, to participate as co-owners in the industries of the country. I don't think we have realized what a wonderful possibility there was for us to contribute not only to our own welfare but to the welfare of the country. As a matter of fact, practically all of our savings that we do not spend are being put back into industry. Sometimes we do it directly. You people save one hundred dollars and buy a share of telephone or railroad stock. The steel workers put part of their savings into the steel or automobile business perhaps. The farm worker buys a few acres of land. But to an even greater extent our savings go back in industry indirectly. We put our savings into savings banks, credit unions, coöperative banks and insurance companies, and they in turn put it into bonds of these industries, so that our savings are all the time getting behind

the industries of the country. This all tends towards more and cheaper production, not only benefiting us directly by their earnings, but also indirectly by reducing the general cost of living, and making available for us for our day's work a larger proportion of the world's goods.

"I think the extent to which the industries of this country have been built up out of our savings is very little realized. But what do the socialist propagandists say? They say, 'These big industries, these big companies, are owned by 'the interests.' What interests? They say, 'A few wealthy bankers and rich concerns, wealthy estates, own and control these industries.' They could not be farther from the truth in the case of most of the large industries in this country to-day. The statement is an absolute falsehood so far as our own, the telephone industry, is concerned. Possibly some of you in this room may have a very wrong conception as to who owns our industry. I wonder who you would say owns the Bell Telephone System to-day?"

Mr. Hall then told of meeting a woman who desired to see Mr. Bell, the "owner" of the Bell Telephone Company, who, because he had such a kindly face, she felt could not be one of the wicked "interests" she had heard about.

"I told her something about who owned the Company, [to proceed] and I never saw a more surprised person or a more delighted person. She had heard these stories about some 'interests' or particularly wealthy individuals owning companies, and that was the idea she had in her mind. She thought Mr. Bell was one of the 'interests,' but he had so kindly a face that she did not think he could be so bad as these interests were usually represented to be. She had heard about him, had seen his picture and liked his face, and she wanted to see him. When I told her that the largest single owner of American Telephone stock to-day owned less than one half of one per cent of it, and the next largest owner less than one-quarter of one per cent, and when I also told her that the only single special interest of any size whatever in the Bell Telephone stock was that of the employees themselves, she could not realize it. She seemed very happy to know that that was the case.

#### Who Owns The Telephone Business

"And that is the case. Nearly twenty-five per cent of all the stockholders of the American Telephone Company, the Bell System, to-day, are employees of the American Bell System, this company and the other associated companies throughout the United States.

"In closing, I want to tell you what I hope we will one day see. I hope we will all, everyone of us, save and put at least part of our savings back into industry. If these great industries are to grow larger and larger, it is bound to be to a great extent with our money in one form or another. When I say 'our money' I mean the money of the workers, the producers, the people who save, the

thrifty. They are the ones who are becoming more and more the people back of this and other industries. To-day the American Bell System is not owned by any interest or controlled by any interest. The people who own it to-day are literally, in large part, the small savers, the subscribers and the employees. I hope we will see the time come, and I hope we are going to live to see it, when the Bell Telephone System will be largely owned by the people who are in it; and by that I mean not every one who is in it,—the men and women who are the real workers,—by those who are willing to practice some self-denial to-day to the end that they may be more prosperous to-morrow.

"If we can do that, if we can save, if we can follow the example of the Credit Union and the people in it, all the time producing more than we consume, and then putting it back where it will earn more money for us and help to bring down the cost of production all over the country, what a grand thing it will be! That is the answer to Socialism, the answer to the high cost of living and the answer to the complainers and the propagandists.

"If we people who earn our money in the form of wages and salaries will all of us throughout the country make up our minds to save a little every month and every year and put it back into industry and make it work one of the greatest problems of this country is solved.

#### Credit Union Setting the Pace

"In closing, I want to say that I take off my hat to this Credit Union. You are going in the right direction. You are setting the pace. You are teaching those who are standing by and looking in from the outside the meaning of thrift. The next step is easy,—put the results of thrift back into industry, where it will earn more. Then we will not only be working every day ourselves but we will have our savings working along side of us every day, and we ourselves, our families, society as a whole, and the next generation will benefit by it. The benefit will not be simply a financial one. More far-reaching results will be found in the building up of character, self respect, and independence in the people that go to make up the nation.

"So, Mr. Donahoe, I congratulate you on the wonderful start you and your associates have made. It is a fine thing. I congratulate the Company on having within it such a group as I see before me. I hope the laws will be changed so that in every telephone company from this end of the country to the other, there can be this kind of union, which will afford an incentive and an opportunity for saving; and I say that what you have done here is not only a good thing for yourselves, but you have set a magnificent example to the other companies.

"I wish you all kinds of success and the very best of good fortune, and if there is anything I

can do, or that the rest of us can do to help it along, call on us, because you are moving in the right direction and we want to see you go strong and go far."

When Mr. Hall concluded his talk he was given three rousing cheers and a tiger by the audience. Thus the most successful meeting ever held by the Telephone Workers Credit Union ended with every one satisfied that it was their duty to boom the Credit Union wherever possible.

### Publicity Department Reports to Mr. Feeney

ON December 1 the Publicity Department with the exception of the lecture bureau, window display exhibits, and the directory department, were transferred from the office of the general commercial superintendent to the office of the assistant to the President, Thomas J. Feeney. The following memorandum regarding the transfer was sent by General Manager Driver to all executives and functional department heads in our Company on November 26:

"This is to advise that in accordance with recommendation made by me to the President on November 24, he has approved the transfer of the general publicity work and of the work involved in the editorship and publication of TELEPHONE TOPICS from the office of the general commercial superintendent to the office of the assistant to the President, Thomas J. Feeney. In accordance with this order the following transfers will take effect on December 1, 1920:

"H. V. Bicknell, from Publicity Department to the Executive Office, reporting to T. J. Feeney, assistant to the President.

"Frederic E. Cox, Editor, TELEPHONE TOPICS, from Publicity Department to the Executive Office, reporting to T. J. Feeney, assistant to the President.

"Mary K. McMahon, stenographer, from Publicity Department to the Executive Office, reporting to T. J. Feeney, assistant to the President.

"This for your information, with request that the transfers in question be made known to those of your subordinates who may be concerned."

In conjunction with the above changes General Commercial Superintendent Whitney announced the following changes: Directory Manager Meagher to be the Commercial Department's representative on the coordination committee to handle the machine-switching problem. The directory and directory advertising departments will also be in charge of Mr. Meagher, who will report directly to the general commercial superintendent.

G. W. Conway, during the absence of E. W. Pierce, will be in charge of the government and railroad accounts. Mr. Conway will also have supervision of the lecture work and the window displays.

### Rifle Club Notes

SINCE the last issue of the TOPICS, which gave a list of the qualification scores made by the members at the Wakefield Range, one member, M. W. Barnes, has improved his score of 216 by making a possible on the 300-yard course rapid-fire, giving him an expert score of 220.

On Thursday evening, December 23, the club will hold its annual Christmas turkey and merchandise shoot at the indoor range. The novel method of using one target known as the lucky target makes the contest an interesting one for the amateur as well as the expert and, with the combination of the merchandise prizes given to those who do not share in the turkey prizes, a chance to win something which they have the choice of in the order of the scores made is possible for all.

At the next annual meeting, to be held Thursday evening, January 13, at the indoor range, the officers for the coming year will be elected.

### Telephone Society Has "Newspaper Night."

ONE of the best meetings ever conducted by the Telephone Society was held on Monday evening, November 22, at 50 Oliver Street, Boston, when the society held a "newspaper night," with Thomas J. Feeney, assistant to the president and for more than twelve years publicity manager of our Company, and Frank P. Sibley, "Sib" of the *Boston Globe*, as speakers. More than 150 attended.

President James G. Patterson presided. Directory Manager M. J. Meagher, advertised as "the sweet singer of Israel," was in charge of the general musical part of the evening's entertainment. Under the leadership of the genial "Mike," the community singing by the entire gathering was a big success. Song after song was sung, and still the bunch wanted to sing some more.

In consideration of Mr. Meagher's perspiring countenance, caused by real Sousa leadership, the crowd agreed to stop while Elmer Wallster, "the triple-tongued banjo player of the 401st," rendered several corking banjo solos, and Eddie Flynn, Roxbury's favorite tenor, both members of the Directory Department, sang some of the latest song hits. Mr. Feeney gave a very interesting talk on his newspaper experience, how he happened to break into the game, his first assignment, and incidentally paid high tribute to the newspaper man and industry. He told just enough about the serious side of newspaper life to convince his auditors that chasing news is no mean job. During his talk he told of meeting the late ex-President Roosevelt, and also how he covered a tour of New England with William Jennings Bryan.

His story of the liberation of Stain and Cromwell from the Maine State Prison, after they had served many years of a life sentence for a crime of which they were not guilty, was one of the many real human interest stories that he told about. "Sib," known to hundreds of New Englanders by his intimate personal stories that appear in the *Boston Globe*, paid glowing tribute to Mr. Feeney during his talk. "Sib's" stories, told as only he can tell them, were of the best, and delighted his audience.

# The Telephone in Latin America

THE extent to which the telephone is used is regarded as an excellent index of the general state of industrial and social progress in any country. This fact lends especial interest to a bulletin recently issued by the Office of the Statistician of the American Telephone and Telegraph Company, which summarizes the development of the telephone and telegraph services in the several south and central republics, and gives comparisons with the development of these services in the United States.

The figures in the bulletin confirm some of our preconceived ideas as to our sister republics, but entirely confound many of the notions which have persisted since the days of school geographies. We were prepared to find, for example, that certain South American countries were not developing, commercially and socially, as rapidly as others. But we did not realize that all the countries south of the Rio Grande, put together, have only 325,000 telephones, or considerably less than one half the number of telephones in New York City alone! In proportion to population, there are 32 telephones in the United States to each telephone in Latin America. Uruguay and Paraguay existed in our minds rather as Siamese Twins. Yet in point of telephone density, Uruguay ranks ahead of all other Latin American countries, and Paraguay brings up the rear of the procession. Uruguay has 1.34 tele-

phones per 100 population. Paraguay has 0.02 telephones per 100 population.

We are not surprised to find that Argentina has the largest number of telephones in Latin America, with a total of 105,000 telephones, or fifty per cent more than are in Brazil, her nearest rival in this respect. We had not believed, however, that Cuba had more telephones than Chile.

The principal cities of Central and South American countries furnish interesting telephone comparisons. Buenos Aires has the largest number of telephones (55,000), but the city with the highest telephone development is Havana, which has 5.5 telephones per 100 population. Mexico City and Caracas, Venezuela, are also better developed from a telephone standpoint than Buenos Aires, having 3.9 and 3.6 telephones per 100 population, respectively.

These facts are not hard to reconcile with our preconceived ideas. What is more difficult to realize is that the development of Guayaquil—it is in Ecuador—is greater than that of the important city of Rio de Janeiro.

Tegucigalpa, in Honduras, with a population of 40,000, has 278 telephones. According to American standards this city has considerable telephone development ahead of it. Yet it is very well served indeed, compared with some of the other communities specified in the Bulletin. Asuncion, Paraguay, with two and a half times the population



RECEIVING THE RETURNS

Vice-President-elect Calvin Coolidge, Governor of Massachusetts, received the returns that showed his election at a Boston hotel, election night.

When it was proven that Harding and Coolidge had been elected, the President-elect and Vice-President-elect talked by telephone from Marion, Ohio, to Boston. Standing behind Governor Coolidge is Mrs. Coolidge.

of Tegucigalpa, has 40 telephones, and Port au Prince, a city of 105,000 inhabitants in Haiti, is credited with a grand total of 5 telephones. The printing of a telephone directory is evidently not a discouraging problem in these last-mentioned communities.

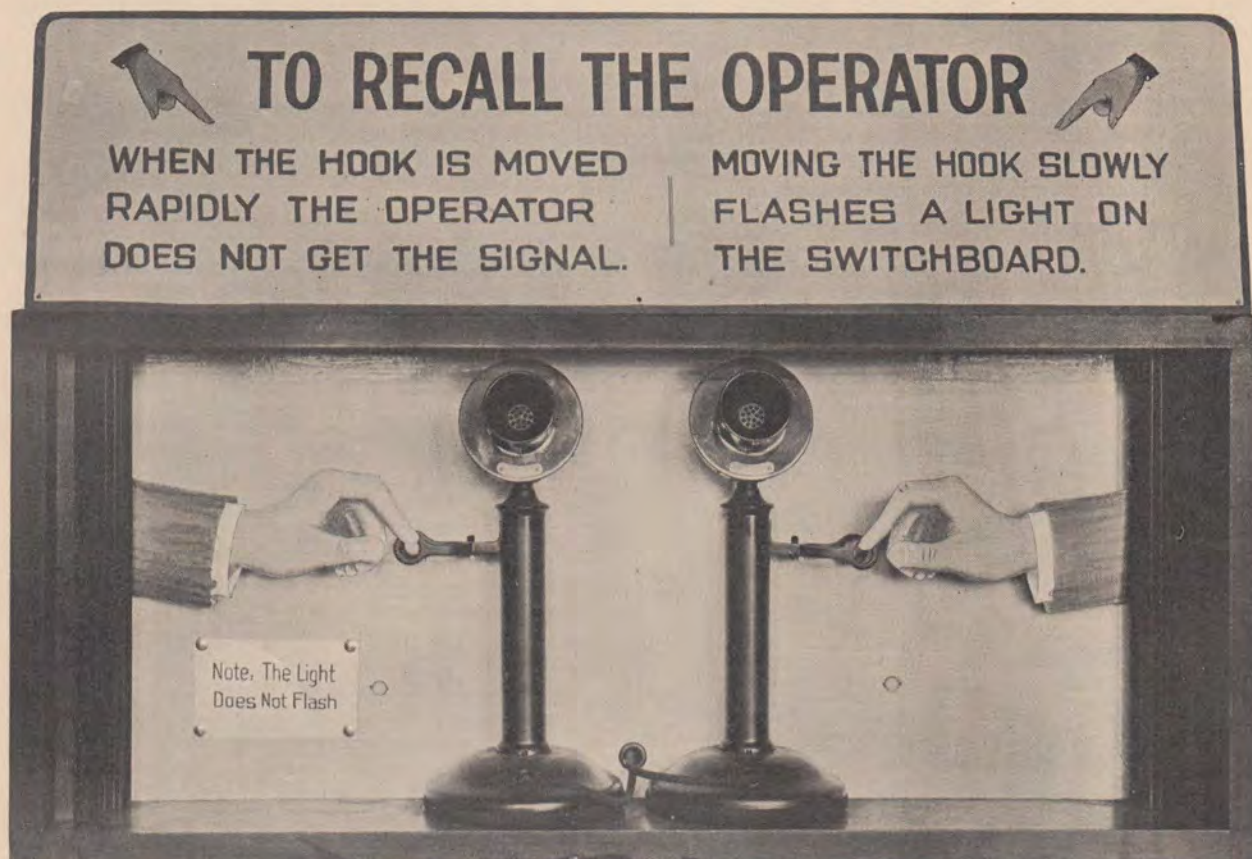
The aggregate original cost of all telephone systems in all Latin-American countries is estimated at \$64,422,000, which is less than the Bell Telephone System spends for plant additions in a single year. The Bulletin also shows that, in point of gross revenues in 1918, the telegraph business is still greater than the telephone business in practically every one of the countries, whereas in the United States gross telephone revenues in 1918 were over four times as great as gross revenues from telegraph service. An interesting sidelight on comparative telephone rates and development is furnished by the fact that the average annual gross revenue per telephone in Latin America (\$52.82)

is 50% greater than the annual revenue per telephone in the United States (\$34.98).

### Commercial Managers' Club Elect Officers

At the October meeting of the Commercial Managers' Club, of the Metropolitan Division, the following were elected as officers: Harry Vincens, of the North Suburban, chairman; Benjamin F. White, of the South Suburban, secretary; John Byers, of the West Suburban, and Hugh B. Crawford, of the Central, directors.

District Managers Weinheimer, Wilde, Crossley, and Carraher attended the November meeting of the club and addressed the members. Division Commercial Superintendent Carter, of the Metropolitan District, was unable to be present at this meeting, but his absence gives the members something to look forward to, as Mr. Carter hopes to be present at the next.



DEMONSTRATION APPARATUS FOR WINDOW DISPLAY, ILLUSTRATING THE CORRECT AND INCORRECT WAY TO RECALL THE OPERATOR

Education of the public as to the correct method of recalling the operator is undoubtedly of great importance and value to telephone service.

The apparatus here shown is a simplified form of a device that has been in use in our territory for several years and has the advantage of being less expensive to manufacture. It was made by the Western Electric Company in accordance with suggestions from the Publicity Department.

The device is operated by a small electric motor such as is used on sewing machines. The motor drives two grooved pulleys of different sizes. On the shafts of these pulleys are cams that operate perpendicular rods that raise and lower the hook switches — one switch moving slowly, causing a make-and-break of the circuit in which is an ordinary switchboard lamp, flashing this lamp at the rate of about sixty flashes to the minute, the other hook switch moving rapidly and causing no flash of the lamp.

The circuit is fully protected by a three-ampere fuse.

The speed of the mechanism is regulated by a rheostat, and this also provides for varying voltages of the electric-light circuit to which it may be connected.

Our Traffic Department has noted a very material improvement in signaling by subscribers in exchanges where the device has been exhibited. It seems also to have a natural moral effect on the operators, making them more observant of signals.

# What is a Commercial Manager?

By CHARLES F. FLYNN, Commercial Manager, South Boston

THE position of a commercial manager in the Metropolitan District is, on account of the physical lay-out of Greater Boston, on a somewhat different plane than the rest of the New England territory, and for that reason it may be of interest to define, in a general way, what are the duties and responsibilities attached.

## The Job Outlined

The position of the commercial manager in the Metropolitan District was created in 1914, as a result of a reorganization in the commercial department. At that time, there were employed in the commercial field work special agents, contract agents, both P.B.X. and general, field-adjusters and special collectors for current and final bill accounts. The duties of each of these positions were of importance in connection with the Company's business, but it was decided that one man doing the work of several, as described, in a prescribed territory would produce better results, so the position of commercial manager was created to do the job. The duties of the position have increased since then and other branches of commercial work have been added, including public relations, and delivering lectures before local, civic, social, and educational bodies on telephone subjects of interest to the general public. One or more managers are assigned at present to each local district wherein the manager resides, with the exception that in the Central District it is not practical, in all instances, to reside in the district where he works. The idea of residing in his district is of value, because it keeps him in close touch with the public he serves.



A manager has office hours, but they are short. His work is in the field, meeting the public face to face, and performing the services that are required of him, whether during regular business hours or otherwise. He must exercise the spirit of

coöperation with associated employees of his own and the other departments. He must also receive the same. The average public to-day does not always distinguish in their telephone wants the departmental set-up for their particular request or demand; rather, as it often happens, a patron meets the manager, he has a service complaint or inquiry that may apply to any department of the Company, and he expects an intelligent and businesslike reply at once, or at a definite time. The commercial manager meets the situation, as the words, "I don't know" are not included in the manager's business vocabulary. A working knowledge of plant and traffic practices are essential to a commercial manager in order to advise with his patrons, and also to inform them of the extensive equipment and operation necessary to render service.

His job is well covered by our slogan, Service First,—to present to the public a businesslike and satisfactory service at reasonable rates. In doing this he is called upon frequently to give detailed explanation and information to groups of subscribers or residents, such as boards of trade, improvement societies, and other civic and social bodies or committees representing the same, of any substantial change in rates or conditions, or any special condition that may arise affecting subscriber's service or lack of it.

One obvious thing is worth special attention and study in the manager's work,—the importance of personality. The public he deals with, from day to day and week to week, are sure to be impressed favorably or unfavorably, as the result of the manner in which he handles himself in doing the Company's business. I believe the average public admires a man who is evidently working for his employer's interest. This he can do with adequate justice to the public, as the Company's practices are, as a result of study and long experience, broad enough in operation to render equitable treatment to the public it serves; this, together with the discretion that he is given authority to use when necessary. The manager's routine work is considerable and includes a large number of personal interviews with subscribers and others, in relation to adjustments on bills, service interruptions, complaints, etc., applications for service, distribution of public telephones, supervising the delivery of each issue of the telephone directory, and special collections.

This covers, in a general way, the scope of the manager's duties in the Metropolitan District, and performed, together with other minor duties, constitutes what might be correctly called, "A Real Man's Size Job."

# Recognizing the Other Fellow

## A Talk with Managers

BY MR. L. N. WHITNEY, General Commercial Superintendent,  
New England Telephone and Telegraph Company

IT is a good thing once in a while to take a day off and sort of stop, look, and listen, — to step out of our work and try to get a broad view of it from the outside. We have a good many meetings where we get together and exchange ideas on the details of our work, and to-day I believe it would be interesting to try and sketch a general perspective of how to obtain what we are really after.

I think we will all agree that we are really after contentment; that this contentment must obviously occur while we are awake; and that it must therefore, in some way, come from our job, because as a matter of fact more than half of our waking hours are spent on our work. Furthermore, I think we will all agree that *our* specific job is to furnish a businesslike and satisfactory telephone service; and I also think it is pretty clear that we must all do our proper share of that job. But let's take just a minute on this question of doing our proper share; we hear much about the world owing us a living; but really the world owes no one anything, for it is practically a great storehouse from which we can take out about what we put in. Some people may receive a dollar an hour and do less than their share, — perhaps less for the \$1.00 than they formerly did for 50c., — but such a condition is unstable and temporary. The good old law of fair compensation is still at work and no power in the world can keep a fifty-cent man on a dollar job; and furthermore, even while such a condition obtains, such a person, if he is honest, will frankly admit that the uncertainty and unfairness of the situation absolutely prevent him from obtaining that contentment we are after. A proper reward for the services of both employer and employee must be provided; this constitutes the true basis of sound business; but the reward must come out of the product of the industry and must be earned and measured by the contribution thereto; the one who produces most, just as the nation or the factory that produces most, will get the most; a poor day's work will give a poor return, — that is the law and we must understand it. If, therefore, we want our share of contentment, but are not ready to do our share of work, let's acknowledge it; and perhaps go to housekeeping on some little farm with some trusting girl who will do more than her share to help us exist until we learn that, after all, an honest day's work is necessary for real contentment.

Now, assuming that we are after contentment and that it must, in some way, come through doing our share of our job, let's analyze the requisites of this job of providing a businesslike and satisfactory

telephone service and see if we can discover how to obtain this contentment we are after. First, what are the requisites of a businesslike and satisfactory telephone service?

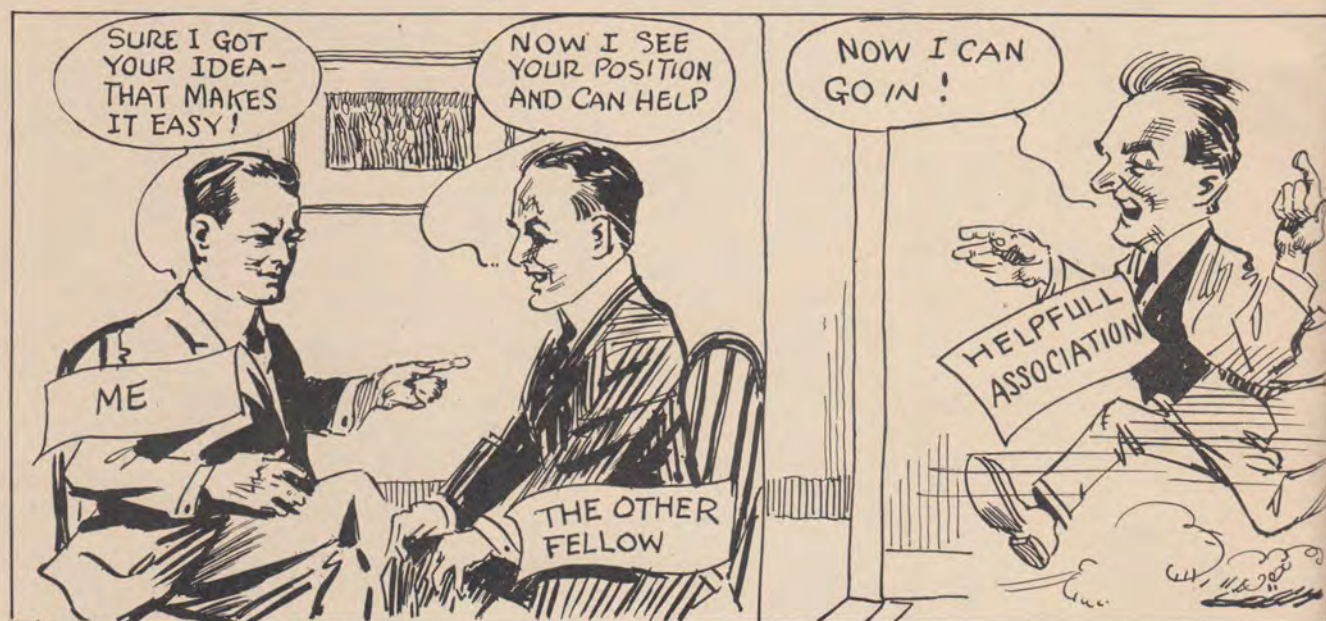
Proper Coöperation, Public Relations, and Personal Relations are Necessary for a Businesslike and Satisfactory Service; They are Obtained Through a Helpful Association Which Results in the Real Contentment We are Trying to Find

Well, when we set up our functional organization we began to hear a great deal about coöperation; no meeting or conference was complete without some reference to this factor. Later, when the monopolistic characteristic of public utilities was recognized, we began to hear a great deal about public relations; and coöperation had to share the stage with this newcomer. To-day there is a third factor — namely, personal relations — that appears whenever we get together, and occupies the stage with our older friends, coöperation and public relations; and these three factors represent the logical, precisely-presented conclusions of a carefully conducted analysis, of the requisites for a businesslike and satisfactory telephone service. As a cold business proposition they produce public utility success; but good public utilities mean a good community; and to take part in such an accomplishment obviously allows of that individual contentment that comes from doing a good job and having the pay envelope that goes with it. So here is where we can find some contentment; and let me suggest that the joy of achievement is real; there is more fun in producing something than ever can be obtained from consuming it; and if we do not arrange our state of mind so as to really get this, we certainly will not enjoy any great amount of contentment when the day comes — if it ever does come under such conditions — when we retire.

But coöperation, public relations, and personal relations are not only the means to the end, — contentment, — they are the end in themselves. They are not like a surgical operation, something to be endured in order that we may have the contentment of good health; rather they are like healthful American sports, — real fun, pleasure, and contentment in themselves, and producing the further contentment that goes with good health. Let's take a few minutes on this phase of the analysis we are trying to develop. Now, our three factors obviously involve association; you cannot

coöperate with yourself; you cannot have public or personal relations with yourself; there must be others involved; and in our case there are thousands of employees and hundreds of thousands of patrons. This absolute impossibility of individual independence, this absolute necessity of working with others — be they patrons or employees — is as true as the fact that two and two can never make other than four, whether read backward or forward, or up or down. We cannot be independent any more than the heart, lungs, or brain can be dismembered from the living human body; we are all parts of a living service; and while we specialize for certain purposes, we must associate and function as a unit; that is why we arrange our transfers so that each of us has a chance to know not only the details of his work, but also the relation of his work to the job as a whole.

contentment depends upon the character of this association. We are quite as much in the grasp of the immutable and pre-established law of this proper association of individuals as the constituents of matter are in the grasp of their law; and contentment comes from constantly adjusting ourselves to it — misery from trying to break it. We cannot circumvent this natural law of helpfully associating with each other; we may appear to suspend its operation for a time, but all the while forces are accumulating that will eventually force us to recognize it; and in the meantime we are unnatural, *discontented*, and constantly reaching out for that "something" which means contentment. If, however, our attitude is right; if we have the work for which we are best fitted; if from within there is respect for proper authority, and a helpful desire for joint accomplishment; if



Now, a *helpful* association obviously provides good coöperation, public relations, and personal relations; but it also provides contentment, for we are generally contented when we are truly natural; and we all just naturally want to be helpful to others — to work with them and play with them is the most natural impulse in the world; on the other hand, isolation is most unnatural, and is therefore the worst punishment known. These facts are seen in the natural associations of our childhood's games, where contentment generally rules supreme, but where nothing hurts more than when the other children ignore us or refuse to associate properly; and this principle goes on all the way through life. We are naturally and absolutely dependent upon the helpful association of others for contentment; and the amount of our

we enthusiastically get together in our work in the same way that we get together for any good time, then we have developed a naturally helpful association that means not only proper coöperation, public relations and personal relations, but also that contentment which we are trying to find. And without such a spirit of helpful association we are like a bunch of "kids" that won't play, and we accomplish about as much, and have about as much fun.

So, if I have made the picture clear so far, it is something like this: Good coöperation, public relations and personal relations, lead to good service and a contentment that goes with providing a good service; in addition they involve in themselves a helpful association which is the basis of a more fundamental and even more genuine contentment.

A Considerate Recognition of the "Other Fellow"  
will Develop this Helpful Association That  
Results in the Real Contentment We are  
Trying to Find

The next step in our analysis is to try to find the essential for this helpful association. I am not a magician, nor do I know where to find one; but I suggest that the essential for which we are looking is a considerate recognition of the "other fellow"; and by the "other fellow" I mean any one with whom we associate, be he patron, boss, or supervised employee. To provide properly for this recognition of the "other fellow" we must relax from any *set* ideas of our own and step into his position, his surroundings, influences, etc., with an absolutely impressionable attitude; for the recognition that I have in mind is of the broadest and

often a state of mind than fact); and we shall be able to do so in a way so that the situation may be used, not as a disagreeable obstacle to be overcome, but as a means of developing further helpful associations. For instance, the great problems of capital and labor are recognized as essentially an attitude of mind that is opposed to a helpful association, and the solution of which is through a proper "recognition of the other fellow"; and similarly, even a satisfactory financial condition of a company is recognized as being as much a matter of obtaining helpful associations, through the maintenance of proper faith and recognition among individuals, as it is a matter of rates and practices.

Now this "recognition of the other fellow" is obviously a very delicate and human business device, that is very susceptible to the frailties of humanity, and it should therefore be operated with a



sincerest kind. It is to be an appreciation of the other fellow's viewpoint, feelings, hopes, fears, abilities, etc.; the real getting into his shoes; and it must not be with the idea of contradicting or confuting, nor with the idea of blindly approving or applauding, but in order to consider and confer, to learn and teach. It is to be an attitude in which each of us is looked upon as an individual with his own way to make, his own personal and family life to keep going, and with his own happiness, ambition, and progress at stake; an attitude in which each of us is truly involved in our work as a whole, and is, therefore, entitled to know how our business affairs stand and are being administered. If we can really get into the shoes of the "other fellow" — be he patron or employee — in this way, we are practically assured of that helpful association which will lead us to a course of action that will overcome many of our difficulties (which are more

most scrupulous regard for the feelings and views of the individual; but, as a matter of fact, it is often sacrificed in the name of rules and discipline, and with the result that many otherwise helpful associations come to grief. Let's think of this point for a minute; business generally involves people, materials, and rules which must all go hand in hand; but the rules, like the materials, must be made to fit the people; rules and discipline are essential, but they must be governed by an appreciation of the individual's mental processes. By all means, insist that the "other fellow" shall do his full duty with reference to proper rules and discipline; but let's associate this insistence with a word of encouragement and confidence in his continuing to merit approval and discontinuing to merit reproof. The cold, theoretical associations of business as figured out by rules, formulas, curves, and charts are never attained in practice; and a more

imperfect layout, which recognizes the feelings of the individual, always results in a more effective and helpful association. In so far as rules and discipline result in merely breaking up processes into their component parts, separating *operations* from *feelings*, they fail to recognize the "other fellow" and will result in disastrous inefficiency and probable failure; for all efforts to arouse, maintain, or improve a helpful association of individuals are bound to be fruitless unless the individual is allowed to be *natural* and use his head as well as his hands. So let's be careful and not overdo rules and discipline, for regardless of how precise we may make the rules of our switchboards, lines, and practices; regardless of how well we may plan our discipline, we shall never have the helpful association we are after unless we properly recognize the "other fellow."

However, I want to emphasize that this recognition must be up as well as down the line of organization; a proper recognition of the "other fellow" necessarily includes a *proper recognition of the boss*, and in no way takes away the function of management. Our natural instincts for helpful associations involve a friendly recognition of the boss in service to those under him, but they also involve the same friendly recognition of those under him in service to him. Unrestricted freedom of the individual is impossible; for if every one were free to carry out his own ideas and ambitions, unrestrained by the rules and decisions of the boss, the outcome would obviously be a speedy failure of the undertaking. We must submit to the rules of social and industrial life as developed through government and management; any people organized for any purpose must have a leader and recognize their obligations to the leader as well as to one another. Fads and fancies often sound good, but provide very little real service; and when turned down by the boss often result in envy and jealousy, for it is hard for us to get down to a fair study of ourselves; we will criticize others in a very thorough manner; but, as to a self-analysis, a sorting and classifying of our own ways of thinking, doing, and suggesting, it is quite another question; we are inclined to follow the old delusion that we want to have our own way, without considering the reason. It reminds me of a little dog that chased a train; a wise old man leaned out of a window and watched until the train went around a curve and left the dog behind; the old man then asked a gentleman sitting near if he saw the dog chasing the train; the gentleman replied that he did. "Well," asked the old man, "what do you suppose he would have done with it if he had caught it?" So with us; we really don't want our own way, and in the long run a failure to fairly recognize the boss, an attitude that we won't play unless we can have our own way, makes us at least a potential recruit for agitations that have self-aggrandizement as their object, work as their enemy, our patrons and ourselves as their victims, and generally results in a mental state of unrest

and an environment of *opposition* — the exact antithesis of the helpful *association* that comes from a proper recognition. So if we are to have a thoroughly helpful association our recognition of the "other fellow" must be up as well as down our line of organization.

This recognition that we are talking about really means, then, that we get back somehow into the habit of believing in each other, in our business, in the United States, and in the world generally; that we restock our faith, as it were. One has only to read history to discover that such faith spells helpful, successful association; men who have faith in each other will properly recognize each other; men who properly recognize each other will work together — not quarrel; and it is obvious that a helpful association precludes wrangles — requires workers. Again a little of this natural considerate recognition of the "other fellow" goes a *long way*, for it is very contagious; I saw it work the other day in a street car where there were a lot of apparently burdened people with sad faces; then a lady came in with a little boy; he was a perfect picture of health; his little face was radiant. Suddenly he began to smile, he kept on smiling; gradually the people in the car began to recognize him, and after a while every one was smiling and enjoying that *natural* recognition that we are talking about; at first it hurt some of them to wrinkle up their faces into a smile, but after they had practiced a little, they liked it. After all, we humans are really a sort of looking-glass, we give back about what we receive; we are sometimes even short on logic and long on sentiment; we will throw away our old hat rather than sell it to a fellow who sneers at us, but we will give our new one to a friend; we are human, we just naturally want considerate recognition; and when we receive it we warm up to it like a kitten to an open fire, and become really truly helpful associates.

So far, then, our picture is something like this: a considerate recognition of the "other fellow" develops a helpful association that provides proper coöperation, public relations and personal relations, which in turn provide a businesslike and satisfactory service, and all of which furnish the contentment we started out to find. Before closing, however, I suggest we go a little further and consider what a real, practical application of our picture generally means, in connection with coöperation, public relations, and personal relations.

#### Recognizing the "Other Fellow" in Coöperation

In coöperation, recognizing the "other fellow" means recognizing that one of us can do only a small part of providing telephone service, and that the work of the "other fellow" is much affected by ours. It means recognizing that there are vast, undeveloped resources of real helpfulness, ability, and even genius among us; that our business needs them all, and that our big problem is to release them and obtain the advantage of their cumulative effect. What we have in our heads is important, but what

we get out is much more so; we often need inspiration more than information—an inspiration to freely tell each other about any part of the work when to do so will help the “other fellow”; an inspiration not only to give our job the best there is in us, but also to obtain for it the best there is in others. It means that we must not be afraid to help the other fellow after hours, for the individual who counts his hours usually complains about his pay, and is a self-elected failure; we may enjoy stopping work promptly at quitting time, and dressing up for an evening of pleasure, but the habit has certain drawbacks, and some get it so completely that later their only job is to serve those who did not get the habit. It means that we must not be reluctant about doing a low grade of work, if recognizing and helping the “other fellow” requires it; bare hands do better work than kid gloves, and a thin skin is sometimes as great a handicap as a thick head. And one more point—when we recognize, help, and coöperate with the “other fellow,” let’s not brag about it; real teamwork requires no individual grandstand plays, the team score has right-of-way over the individual record; but the facts are bound to come out, and if we are really *there*, we will be discovered.

#### Recognizing the “Other Fellow” in Public Relations

In public relations, recognizing the “other fellow” means a recognition of our patrons’ unconsciousness of the complications of our business and the extent to which the human element is involved, of how he sees only “his telephone” and thinks only of “his operator”; of his unconsciousness of the delicateness and speed of our service, and how ours is the swiftest and at the same time the most delicate of public services, a combination that is obviously extremely difficult to handle. It means a recognition of the fact that the most satisfactory adjustment and greatest joy for an aggrieved patron is to be able to say, “I will go across the street and get what you won’t give me”; that this privilege is entirely lacking in our business, and that our patrons are therefore not only unable to judge fairly our service by the comparisons that are common to other lines of business, but also they have a feeling of helplessness to do more than condescendingly accept our service as rendered. It means a recognition of our patrons’ failure to see that the large figures involved in our business represent small amounts per unit (the telephone set, call, or dollar invested); and that big figures, big buildings, neat, light offices, clean wagons and automobiles, even satisfied and healthy employees who really enjoy their work, seem to conflict with the humble spirit desired of us by our patrons who have lost their good old friend “Competition” as an adjuster of their misgivings regarding our service. It means a realization that the general present-day enmity toward the monopolistic character of public utilities is best met by a “please,” a “thank you,”

and an enthusiastic desire to eliminate any feeling that there is secrecy or concealment, and to promote a feeling that there is willingness to gladly, patiently, and frankly explain everything regarding any part of our business. It means a recognition that different patrons address us in different ways, and that a proper recognition of any case necessitates a patient analysis that will give us a true reflection of the patron’s viewpoint upon which we may act with an individual *personal* interest; for an ounce of such personal interest is worth many pounds of speechmaking and publicity propaganda. And one more point,—it means a recognition of the fact that our patrons prefer to do business with their own *local* townspeople whom they meet on the street, at church, at local functions, etc.; and that while our local representatives must accept censure when due, and frankly, patiently, and courteously correct our mistakes, still this does not mean a blind acquiescence as the easiest way out of a proposition; to give mother’s cut glass to a crying child is not proper recognition.

#### Recognizing the “Other Fellow” in Personal Relations

In personal relations, recognizing the “other fellow” means recognizing that our associates have the same thoughts and feelings, likes and dislikes, hopes and fears, sorrows and joys, aspirations, weaknesses, mistaken ideas, and other states of mind that we have; and right here let me emphasize again, with all the power I have, that there must be a boss—there must be leadership and management if business is to continue; and while the boss must do his part and not only be “approachable” but also actually *seek* contact with the “other fellow” and really enjoy recognizing and working with his people, still, if we are to play the game fairly, the boss must have his full share of considerate recognition from the “other fellow.” Proper recognition of the “other fellow” means a mutual, personal good-will that forbids playing individuals against others; it plays no favorites, shows no partiality; it is indicated by the friendly nod of recognition, the cheerful word, the “thank you,” or the “please,” accompanying the common requests or acknowledgments of our daily work. As little objects floating on a powerful stream indicate the direction of that power, so these little acts indicate the confidence the managing employees have in the organization behind them and the confidence the individuals have in the management. It means recognizing that our associates are giving us a square deal, that they are our friends, that we are their friends, and that it is not the fault of our work or those around us when we do not feel just right. It means a recognition of the fact that, whether or not we own telephone stock, we are all really stockholders in the success of our business associations, for we have invested much time and effort in these associations, and some of us have invested almost our whole lives;

to most of us this business of ours means everything for our future, and to many of us its development is so interwoven with out past lives as to be inseparable. It means recognizing that the boss is looking for good general results and not for the gratification of prejudices, whims, fads, etc.; it is pitiful how squabbles over these interfere with the results that are so vital to us all. It means a recognition of the fact that the boss bases his promotions on good general results and not on education, family, or favoritism; that his promotions or their opposite are not based on any one performance nor any week's work, nor on favorable or unfavorable impressions, but on good, honest results from month to month and year to year. And one more point, — it means giving credit and appreciation where it belongs, in all directions, at all times, to out associates, to our supervised employees, and to our boss.

### Contentment

So the broad perspective we started out to develop is something like this: First, we are after contentment; and this must come through doing our share of our job. Second, our job is to furnish a businesslike and satisfactory telephone service; and for this, good coöperation, public and personal relations, are necessary. Third, good coöperation, public relations and personal relations, involve a helpful association; and this helpful association results in contentment. Then, this helpful association, which seems to be the key to the entire situation, comes from a considerate recognition of the "other fellow," — the golden rule; it may be inspired by the selfishness of the individual for advancement, or the selfishness of management for the rewards of a businesslike and satisfactory service, but it cannot help providing that individual contentment that we started out to find.



### The Telephone Employees' Benefit Association

**A**N association known perhaps to many of the older employees of our Company, but practically unknown to those of us who joined the telephone organization in the last few years, is the New England Telephone Employees' Benefit Association, owned, operated, and maintained by and for employees of our Company. This association is along mutual-benefit lines and has now more than 1,800 members. The benefits are, in case of

sickness, \$10.00 per week for thirteen weeks, after the first week of sickness, and a \$200 payment at death. The association has in the reserve fund at present more than \$70,000. The dues in this association are \$9.00 per year, payable quarterly in advance. The initiation fee is \$1.00.

The officers of the association are Arthur J. McCarron, president; Walter Smith, vice-president; Peter A. Gaddis, secretary; and George W. Cameron, treasurer. The directorate is composed of representative telephone men from all sections of our territory.

TELEPHONE TOPICS WISHES EVERY ONE

**A Merry Christmas  
and A Happy New Year**

## The Heat Coil

THE manufacture of the No. 67 type heat coil, which is the standard American Telephone and Telegraph Company's central office heat coil, was clearly described in the *May News*. Reference was also made to its function, and the purpose of this article is to explain that function in detail.

The majority of telephone wires are out of doors and above ground, and, consequently, are exposed to two kinds of external electric disturbances. Under the first class may be listed lightning and accidental contact with high-voltage wires, while the second class includes excessive electric currents which may flow in the telephone wires due to accidental contact with 110-volt and 220-volt lighting wires. For the protection of telephone circuits and telephone apparatus against this latter class of foreign currents, it is usual to employ fuses and heat coils placed in the telephone exchanges and at the subscriber stations. Not only is the complicated apparatus in the telephone exchange exposed to foreign currents which may come in, but it is liable to be injured by currents which are generated by the power plants within the exchange itself. Heat coils are depended upon to give the necessary protection against these possible internal disturbances.

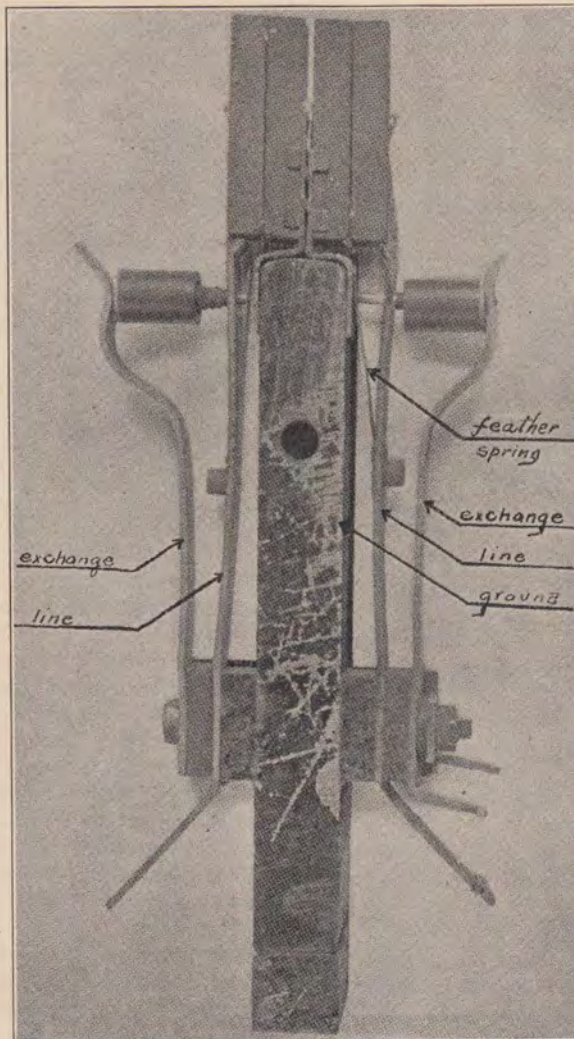
In case a lighting wire comes in contact with a telephone wire, the amount of current which will leak into the telephone circuit depends upon the voltage of the lighting circuit and on the quality of contact between the two wires. If the electrical resistance at the contact is small, a relatively large current will flow into the telephone wire, thereby heating it to a point where a fire may result. When this condition prevails, the fuse will blow, thereby opening the circuit and preventing a further flow of

current. Conditions may be such, however, that the amount of current leaking is not sufficient to blow the fuse or to injure the telephone apparatus if its duration of flow is short. If this relatively small current continues to flow for several minutes,

however, it may generate heat enough in the windings of the telephone apparatus to char the insulation and otherwise cause damage. It is the function of the heat coil to prevent this happening.

The operation of a heat coil depends upon the generation of heat due to the flow of electric current through a resistance element, and the application of this heat to a junction soldered with a metal having a low melting point. This low melting solder is an alloy of the metals lead, tin, bismuth, and cadmium, and melts at approximately 165° Fahrenheit.

The No. 67 heat coil is a part of the central office protector, and is placed in a protector mounting located on the main frame. In figure No. 1 is shown two No. 67 heat coils placed in a standard protector mounting. The coil on the left is unoperated. The path of the normal telephone current is from the subscriber's telephone wire to the line spring, thence into



WHO'S WHO IN A HEAT COIL

the copper tube, through the heat-coil winding to the brass washer, which is in contact with the exchange spring, and then to telephone apparatus in the central office. When an excessive current flows in a telephone line the winding of the heat coil becomes hot, due to the passage of the current through it, and melts the solder holding the pin and tube in their proper relation. The outside spring marked "Exchange" then pushes the heat-coil shell and pin forward, and the thin or "feather" spring on the line spring comes into contact with the ground plate, as is shown on the right of the picture. The dangerous

current is thus deflected from the telephone apparatus to the ground. A new heat coil must be inserted in the springs before service is renewed.

The heat coil at subscriber stations is assembled in a fiber tube with the standard subscriber station fuse. In principle it is the same as the No. 67 type, except that the melting of the solder breaks the electrical circuit instead of deflecting current to ground. In the pull-out type of heat coil, which is used very little by the American Telephone and Telegraph Company, the pin is pulled completely from the tube when the solder melts, thus breaking the electrical current.

There are also heat coils on the market in which the winding is replaced by a small cylinder of graphite composition. The principal objection to this type of heat coil is the inability to keep the graphite element within reasonable limits of resistance which, from the Telephone Company's standpoint, it is very desirable to do. — *Reprint, Western Electric News.*

### Encourage Visits to Central Offices

ONE of the best, if not the best, ways of telling the public about this business of ours is to have subscribers visit our central offices, go through the works, as it were, and actually see what we do in the tremendous job of furnishing telephone service.

Several of the managers in our territory, particularly in the Metropolitan Division are doing an exceptionally good job in this respect.

Commercial Managers Gore and Haskell during the past month have had the editors of all the Cambridge newspapers visit the office, and with the assistance of Wire Chief Bates and Chief Operator Mullen, a tour of inspection was made. The members of the editorial fraternity apparently enjoyed and benefited by the visit. In several of the papers later a story of the visit was printed, and here is what Editor Mahoney, of the Cambridge *Sentinel*, wrote in his editorial column:

"The man addicted to impatient clamoring at his end of the telephone would take matters with a finer philosophy were he to drop in at the central station on Inman Street and watch how capably the 100-odd girls handle a complicated situation. I watched them the other day, and the wonder is, not that they make mistakes, but how anybody human could, under the circumstances, make so few. The calm and amiable demeanor of Miss Mullin, the chief operator, coupled with the air of efficiency that dominates the hum of feminine voices in the great receiving room, would chasten the confidence of any mere man in the assumed superiority of his sex to do business better than women. I, for one, hereby promise to do better for the future. Go you and do likewise."

Following up the good work, Commercial Manager Gore is now taking members of the Cambridge Board of Trade, in groups of ten or fifteen, through the central office. Such visits are not only good publicity but they also establish better public relations.

In the Somerville exchange Commercial Manager Sampson has arranged for and conducted several

groups of subscribers in a visit to the central office. One of his most successful parties was composed of all the city officials of Somerville. The visit of Richard L. Rice, who was a member of this party, left such an impression with him that he sent Chief Operator Allis the following letter:

"My dear Miss Allis, — I wish to thank you very much for the splendid way in which you received the members of the Somerville Board of Aldermen and the City Department Heads.

"The courtesy exhibited by you, your assistant Miss McCambridge, and the two supervisors, Miss Chick and Miss Havecan, was appreciated by all.

"While none of us may have left the exchange with any great technical knowledge of operating, we did, nevertheless, carry with us a wholesome respect for the problems confronting you and your force.

"Perhaps what most impressed me was the absolute attention to duty on the part of all the operators, and under the circumstances of so many visitors standing over them watching their work.

"I have never been one to condemn the telephone operators because of, at times, difficulty of getting proper connections, and after seeing more of the strain they are under, I marvel that such a perfected system has been possible.

"In so far as you can, will you please convey our thanks to your force."

Still another case along these lines that was a great benefit not alone to the Company but to the subscribers as well: Commercial Manager Lamoureux, at Bellevue, invited the members of the West Roxbury Women's Club to visit the Bellevue office on November 18. More than one hundred accepted, and were shown by Mr. Lamoureux, Chief Operator Doyle, and Wire Chief Archibald, the whys and wherefores of telephony.

In the spacious dining-room of the Bellevue office the ladies were served tea and cake by a bevy of the operators.

Every effort on the part of managers or others in encouraging visits to the central office should be encouraged.

It is a mighty fine idea, and should be tried out in every section of our territory.

### Other Articles by Mr. Whitney

AN interesting article by Mr. L. N. Whitney, dealing with our daily work, appears on another page of this issue.

Some of our readers may be interested in other articles along this general line which have been published as follows: "Real Jobs for Real Men," October, 1915; "Interest and Appreciation = Satisfaction and Success," June, 1917; "Commercial Initiative," May, 1918; "Why Do It?" June, 1918; "Good Work by Commercial Department," December, 1918; "Advantages of Our Organization," January, 1920.

# Memorial Tablets Dedicated

Beautiful Memorial Tablets, Commemorating Service in the World War by more than 1,400 Employees, in Headquarters Building

**S**HORTLY after 5 o'clock on November 10, Armistice eve, a number of employees gathered in the rotunda of the executive building at 50 Oliver Street, where memorial tablets, commemorating the services in the World War of over fourteen hundred employees, were unveiled.

President M. B. Jones presided at the short service. Thomas J. Feeney, assistant to the president, explained the purposes of the memorial and unveiled the tablets, and Vice-President E. W. Longley made the dedicatory address.

One of the tablets commemorates the service of employees in the war, and another is a memorial containing the names of twenty-five employees who died in the service. They are joined by a case which will be a permanent repository for the colors of the 401st Telegraph Battalion, made up of employees of the New England Telephone and Telegraph Company and the Providence Telephone Company.

The memorial is beautiful. It is thirteen feet wide and ten feet high, and the design is Ionic. It is constructed of hand-carved Italian walnut with an Italian marble base. The tablets are outlined with gold-leaf moldings and the letters are finished with gold leaf.

It was built by Irving & Casson, of Boston, and was placed in our building under the direction of Chas. E. Cooke, of our building and equipment force.

## Mr. Feeney Unveiled the Memorial

As chairman of the committee responsible for the planning and the erection of the memorial, Thomas J. Feeney, assistant to the President, in a short address explained how the plan of the memorial was chosen and stated that it was the unanimous opinion of all that the rotunda of our building, the gateway to our headquarters, was the proper place for it. Here, he stated, the memorial would be a permanent reminder of the services of our employees in the World War. Slowly, and with a voice that resounded throughout the first floor, Mr. Feeney read the names of those who had made the supreme sacrifice. The solemnity of this part of the dedicatory exercises was most impressive. Those present, in perfect silence, seemed to breathe a prayer as each name was spoken. And doubtless many did.

At the conclusion of his address, Mr. Feeney pulled the cords that unveiled the beautiful memorial, a picture of which is on the inside front cover of this issue of TELEPHONE TOPICS. In a few well-chosen remarks, President Jones then

introduced Vice-President E. W. Longley, who made the dedicatory address.

In making the dedicatory address Vice-President Longley said:

This place of honor for the flags has been chosen, and these tablets have been erected, in order that the memory of the patriotic service of 1,400 Telephone men and women might be preserved.

These patriots fought the fight, and none of them will say that his sacrifice has been too great to pay for the victory that was won.

Could the twenty-five men whose names are here recorded speak to us in body, as I believe they speak to us in spirit to-night, I believe they would say, that even their supreme sacrifice was not too great a price to pay for the freedom that has been saved for humanity.

One man who has gone I knew better than the others, and it is fitting that his story should be told, for while his opportunity was the greatest and his heroism the most conspicuous, it is true, that had the same chance for service come to others of the fourteen hundred, they too would have been ready, like him, to sacrifice their all.

To all of them is this offering a tribute as well as a memorial.

## The Ranking Hero of Our Company

Major Christopher F. Lee was one of the fourteen hundred employees of the New England Telephone and Telegraph Company who fought in the great war. For eighteen years he had been in the militia of the Commonwealth of Massachusetts and had served the United States as a soldier in the Mexican War. In February, 1917, the President dismissed the German Ambassador, Bernsdorff, and in the next month Lee enrolled as a captain of a company of the 9th Massachusetts Infantry. In September he sailed for France as captain of Company I, 101st Infantry. Before he fought his great fight and received the wound that led to his death more than a year later, he had been promoted to the position of major of the 51st Brigade, composed of the 101st and 102d U. S. Infantry, 26th Division.

The battle was near Bois d'Houmont, in the region of Verdun, and the story, as I have pieced it together from various sources, is this:

At the front, plans of action were necessarily based on knowledge of the enemy's territory. Officers were dependent upon a knowledge of the location of the trenches, the whereabouts of the guns, and the number of men to be encountered. These facts were largely obtained through the work

of scouts. The work was dangerous in the extreme, and the lives of so many in the ensuing battles depended upon the accuracy of these reports to such a degree that Major Lee, always mindful of the safety of his men, often did this work himself, far in advance of his lines.

In addition to assuming these risks in the enemy's country, when times for action came he always wished to lead his troops and share the dangers with his men.

#### Mr. Longley's Tribute to Major Lee

His bravery, his desire to share danger, his determination to do his duty and to win the battle, undoubtedly led to his fatal wounding on the battlefield; but they made of him a hero.

October 25, 1918, was the day of the battle. Major Lee had been directed to capture certain German trenches which were important to the American forces.

By his order, a first wave of troops from his trenches charged to the front in a storm of shot and shell and disappeared — all of them.

Then a second wave of troops rushed into the inferno and they disappeared under the eyes of Major Lee, before the enemy's trenches were even reached.

The situation was desperate. Two lines of troops were gone, no one quite knew where: dead, captured, or something else. The Germans still held their trenches and were undismayed.

The Major sent out runners to discover what had become of his men. The first of them reported that the men could not be found. Later, men reported that the firing had been so severe that each man who lived, despairing of success, had sought safety for himself in a shell hole or anywhere that he could find protection.

All of the living were in fearful straits; death or capture was certain, if help could not come and come very soon.

It was a moment when the lives of the men in No Man's Land and the capture of the German trenches were the stakes. They depended upon the decision of Major Lee.

With Christopher F. Lee, immediate action to carry help to sufferers and win the trenches which he had been ordered to take, was the only possible course to follow.

He was the first over the top, he was in front of his men, others following him as best they could, out into the open and into the face of death.

And then a wonderful surprise met him. Out of shell holes, out of every conceivable place that could offer the slightest protection, came the men of the first wave and the second wave, who had only been waiting for the strength that they needed in order to finish the work that they had set out to accomplish. The line, growing like a snowball, charged on and on, as American troops can charge, and into and over the German trenches.

Almost at the edge of the trenches where victory was to be gained, Lee was hit by a piece of shell,

shattering his thigh and striking him to the ground, but in the face of almost death the picture is not that of a dying man but of the man all alive, determined, certain, exultant; one leg stretched on the ground, his body supported with one hand, head up, his free hand waving to his men, and his voice urging and driving on to victory.

And the battle was won.

#### The Spirit of Service

The spirit of service and sacrifice that filled this man and won this battle was the same spirit that others of the 1,400 would have shown had they been in the place of Major Lee, and that they did show in those patriotic services that each so well rendered through his own particular work.

We dedicate this memorial, so that the companions of these men and women may remember them and their service better, and so that new men and young men, reading the inscription and knowing of the devotion of these men to the spirit of service that won the war, may think more deeply and know more understandingly that justice and happiness in this world is dependent upon the spirit of service: service for the right, whatever the service may be, in peace as well as in war.

#### Associate Editors' Conference

ON November 15 the associate editors of TELEPHONE TOPICS held a very interesting and instructive conference in Boston. Several excellent suggestions were made that will materially help in publishing our magazine.

During the afternoon session those present enjoyed listening to remarks and suggestions from T. J. Feeney, assistant to the President and General Commercial Superintendent Whitney. It was hoped that President Jones and General Manager Driver would be able to "sit in" at the conference and perhaps help solve some of the problems presented. Owing to previous engagements however, they were unable to attend. In the evening the associate editors attended the annual meeting of the Telephone Workers' Credit Union.

It was regretted by all that Associate Editor Weir, of the State of Maine Division, was unable to attend, due to his being away on vacation.

Those who attended were: N. C. Loud, W. V. Gormley, Frank Mahan, Metropolitan Division associate editors; Frank Parker, associate editor, Eastern Massachusetts Division; Joseph Wyckhoff, associate editor, Sub License Division; R. A. Crown, associate editor, Accounting and Treasurer's Division; George Parker, associate editor, Vermont Division; William Hurley, associate editor, New Hampshire Division; Donald Cowell, associate editor, Providence Division; H. S. Holt, associate editor, Western Division; and Fred. E. Cox, Editor of TELEPHONE TOPICS.



## Associate Editors

FRANCIS A. MAHAN, Plant, 245 State Street

NED C. LOUD, Traffic, 125 Milk Street

WILLIAM V. GORMLEY, Commercial, 245 State Street

## Guardman Saves Child

ON October 29, Francis W. Finney, by his quick action, saved the life of a little child.

He was guarding a manhole at the corner of Hancock and Bowdoin streets in Dorchester, when a child about two years old left its mother and started across the street. A car was coming down Bowdoin Street and the child had just passed the car when he saw an automobile coming towards him. The child ran back in front of the car, when Finney saw it, and taking in the situation at a glance, he ran in front of the car and snatching the child up jumped to the side of the road.



FRANCIS W. FINNEY

Finney very modestly had nothing to say, and we would not have known anything about it, if a woman in one of the nearby houses had

not seen him save the child and called up the Company to tell us about it.

## Complaint Bureau Conference

ON October 28, at 5 P.M., a conference for the discussion of matters pertaining to complaint-handling was held in the complaint bureau headquarters at 125 Milk Street, Boston. There were present all service representatives and clerks in the complaint bureau; Mr. Slavin, Main and Fort Hill wire chief; Mr. Fleming, the Main and Fort Hill clerk; the complaint desk supervisors in Main and Toll; Mr. Donahoe, the traffic supervisor, and Mr. Loud, the service supervisor.

It was one of those get-together meetings where matters were freely discussed in an endeavor to arrive at the best methods in the handling of complaints. Many valuable ideas and suggestions were advanced, which will produce material results in the handling of the work.

After the conference the participants had a little party of their own, and took dinner at a Boston restaurant. From here the party repaired to

Keith's Theatre, where they were joined by Mr. Brigham, the acting division superintendent of traffic. All those who attended the different functions were agreed that not only a very helpful and instructive evening, but also an enjoyable and pleasant one, was spent.

## Commercial Notes

J. EDWARD GUARDENIER, of the South Suburban District, has just completed twenty years' service with our Company.

It is not very often that Miss Smith, our receiving teller at the Boylston Street office, is not able to give entire satisfaction to the people that she meets in her day's work. The following happened during the time we had a display in the Boylston Street window. This display consisted of the many articles used in the installation of service: nails, tin, lead, copper, cable, screws, glass, etc. A lady paused to look at these articles and then entered the office and asked Miss Smith for five cent's worth of screws. Miss Smith explained pleasantly that the articles in the window were there for display and not for sale, to which the lady replied "If they are not for sale you should not have them in the window. Good-day."

## News from the West Suburban

ALTHOUGH the West Suburban are now out with the cows and chickens, they are still alive, judging from what happened a few weeks ago. On Saturday, October 16, Mr. Eugene Commons, better known as "Genial Gene," was pleasantly surprised on reporting to the office at 40 Henshaw Street, to find his desk beautifully decorated in Halloween colors in honor of his marriage, which took place on Wednesday, October 20, at St. Patrick's Church, Watertown, to Miss Agnes Clifford, of Watertown. He was presented with a very beautiful mahogany clock by his office associates, together with an immense quantity of serpentine and confetti. A delegation from the office attended the ceremony and the reception at the home of the bride. After a honeymoon trip to the White Mountains, Mr. and Mrs. Commons have taken up their residence at Newtonville.

## Appointed District Observer

MISS MARY U. THOMPSON, supervisor at Waltham exchange, has been transferred to district observer, Newton West district.

## New Traffic Appointments

ON November 1, 1920, Eugene R. McLaughlin received the appointment of assistant traffic manager for the 1st Central District.

Mr. McLaughlin entered the employ of the New England Telephone Company on July 7, 1913. He



EUGENE R. McLAUGHLIN

was assigned to the position of night operator at Randolph in August, that year, and filled that position until August, 1918, at which time he entered the military service as second lieutenant of the 3d Service Company of Boston. Upon receiving an honorable discharge from the army he re-entered the employ of the Telephone Company in February, 1919, and was assigned to special study work with the force engineer. In

April, that year, he took up work with the traffic engineer, where he remained until March, 1920. From March, 1920, to November 1 he was connected with the bureau of the force engineer.

During Mr. McLaughlin's six and one-half years' service with the Telephone Company he completed his studies at Harvard and at the Massachusetts Institute of Technology, obtaining the degree of B.S. in electrical engineering from both institutions. A little later Mr. McLaughlin took a special course in wireless telephony and telegraphy at Yale University. This training and the variety of positions in the traffic department in which he has served has given him a broad knowledge of telephone matters in general. The ability which he has demonstrated while he has been with the Company augurs well for his success in his new and responsible position.

John H. Amadon, recently appointed assistant traffic manager of the Malden district, entered the service of the New England Telephone Company in July, 1906 as a clerk in the general traffic engineer's office. He held several positions with the general traffic engineer, and in August, 1913, was transferred to the force of the Metropolitan Division traffic engineer where he served in several capacities until October, 1917, on which date he enlisted as corporal in Company D of the 410th telegraph battalion. In March, 1918, Amadon went overseas with the 401st, and landed at Brest, March 20, that year.

Among the many things in France to which the American engineers directed their efforts was the building of an American telephone system.

Amadon served in that branch of the American army which did much of the heavy toll-line construction in connection with that proposition. During the month of August, 1918, he was attached to the first army headquarters, and was detailed to special service at Toul and later to Signal Park C at Souilly. He was connected with Signal Park C during the St. Mihiel drive and the Meuse-Argonne drive. After the signing of the armistice he rejoined his company at Belrupt, near Verdun, and returned to the United States in May, 1919.

He reentered the employ of the Telephone Company in June, 1919, and was assigned to special engineering work. On March 1, 1920, he was detailed as a traffic inspector in the private branch exchange bureau, and continued in that branch of the service until his recent promotion.

Mr. Amadon's past experience and broad training are manifesting themselves in the performance of his duties as assistant traffic manager.

Alfred J. Hanlon, recently appointed assistant traffic manager of the Somerville district, entered the employ of the New England Telephone Com-



JOHN H. AMADON



ALFRED J. HANLON

pany in July, 1907. After receiving an extensive training in the traffic students' course of the Company he was assigned to the position of night chief operator at Haymarket in June, 1908. In the following June he received the promotion to service inspector and served creditably in that capacity until October of the year 1910, at which time he was made assistant traffic manager in the Malden district, going from that assignment to his present position.

Mr. Hanlon's training, ability and good work have merited the promotions which have come to him. He is an efficient traffic man, and in saying that about him we believe we have said a good deal.

### "And the Greatest of These —"

**H**ARD as it may seem to say, it is nevertheless true. The boys who fought in the World War were wounded and are now in Army hospitals in and around Boston, are more or less forgotten by some. The telephone operators at Beach, however, have not forgotten them.



MISS ELIZABETH M. WOODS

Miss Elizabeth M. Woods, a supervisor in Beach, conceived an idea to make some soldier's lot a little happier and more pleasant. Here is what she did.

She canvassed the entire Beach force and collected a small sum from each one. The aggregate was more than thirty dollars. Then she called the officer in charge at Parker Hill and asked him if he could suggest the names of two men

to whom she might give the money.

Indeed he could, and he did.

Mrs. Doyle, the matron at Beach, and Miss Woods visited the hospital on armistice day, were introduced to the men, and presented each of them fifteen dollars.

Words cannot express the gratitude of the wounded men. In a few days Miss Woods received the following from one of the men.

"Will you please thank the employees of the Beach Telephone Exchange for me. I have not had any money at all since I have been in this hospital, and it is very nice to think I can now buy my newspapers, cigarettes, and all the small incidentals which I need. You are very kind to think of me, and I thank you very, very much."

And this is the letter Miss Woods received from Harriet Hatch, of the Red Cross:

"I know that you and your friends would have been very happy if you could have seen — face when he opened the envelope. He came into the office to see me just as soon as he received it, and his face was wreathed in smiles. He had been to me just a short time before, and was very depressed, discontented, and discouraged. The change which your little gift made has been noticed by every one. He has no friends or relatives, so that he is very much alone in the world, and I can assure you your gift could have gone to no one who would have appreciated it as much.

"Also, you will be glad to know, the other man you made happy sailed to-day on the *Cretic*, for Naples. He was in the Italian Army, and this summer came back to this country hoping that he would be strong enough so that he could work and send money to his wife and little girl. He has a serious heart trouble. He found that he could not work, so it seemed best that he should go back to Italy.

"He told me this morning of your gift, and told me that he gave you 'big thanks.' With your gift and the gifts of two other people, he was able to take home thirty dollars, which will be of help to him before he gets the pension, which we hope he will receive very soon after he reaches Italy."

### Traveling Bag for Carl Parker

**T**HE day District Traffic Chief Carl Parker left the Central District to take up his new duties in Fitchburg, the operators in the 1st Central District comprising Main, Fort Hill, Boston Tandem, Central Information, and Richmond planned a real surprise for him.

When he arrived at his office a group of young ladies, one representing each office, escorted him to his desk, which was all "dressed up" in fancy, colored paper and "Good Luck" signs.



HERE IS ONCE WHEN CARL PARKER WAS SPEECHLESS.

On the top of the desk was a beautiful traveling bag, the gift of the girls to Mr. Parker.

Needless to say Carl was more than surprised. It shows, however, that Carl is the right sort of fellow, and that those under his jurisdiction here in Boston are strong for him and wish him luck in his new position.

### Don't Swell Up

You were put on the job  
Because you looked good.  
You took a-hold  
To make good.  
You began to show results  
Because you felt good.  
You advanced  
Because you worked good.  
You must keep on working  
For your own good.

— Old Timer.

### "Bill" Metcalf a Benedict

**T**WAS the night before Christmas. Silence reigned, the clock ticked-ticked, the home brew brewed, and Bill Metcalf of the Metropolitan Division coin-box collection force, one of the greatest scouts that ever lugged a bag of nickels, leaned back in his chair and dreamed. He was dreaming of the real stunt the boys in the Coin-Box Department put over on him on November 9.



BILL METCALF  
"Under the Wire at 41"

For more than forty years Bill has been a bachelor, but no more. He got in "under the wire" two months ago, and now helps Mrs. Metcalf bake the bread, hang out the clothes, and all the rest of things a real nice married man is supposed to do but seldom does.

Bill kept his wedding a secret for a month, and then some "Stealthy Steve" of the Coin-Box Department found it out.

The bunch in the Coin-Box Department never do anything by halves; when they start out they do a real job and they certainly did on Bill.

Collection Manager Fair posted a notice that on November 9 the attendance of every collector and member

of the force was requested at 50 Oliver Street, Room 105, at 6 P.M.

Only a few knew why the meeting was called, and the rest wondered why.

True to form, every collector was present at the meeting, as well as a few invited guests.

Mr. Fair called the meeting to order and in perfect sincerity stated that one of the members of the force had been found guilty of serious charges. He was not going to state what they were. At the request of the Company, he stated, a committee had been appointed by him to investigate the charges, and he then asked the committee to make its report. Instantly five members of the collection force jumped up and in perfect unison shouted "Bill Metcalf is married."

On behalf of the bunch, Bob Friery presented Bill a beautiful chest of silver. What Bill said in reply is worthy of special space, but it was so good

that by request we are not printing it, for it would rob those who attended of several real stories they are now telling to their friends.

George Scanlon provided a fine musical concert during the evening, enlivened by stories from many of those present.

Bill will never forget the meeting as long as he lives, and the bunch that were there will never forget Bill's acceptance speech. But, as Kipling said, "That's another story."

### Our Company

By W. V. GORMLEY

**I** MET a man a short time ago and he told me that he was employed by the best people in the world. He stated that the company for whom he worked paid generous wages, and his working hours were all that could be expected. He was required to work only from 8.30 A.M. to 5 P.M., and Saturdays until one o'clock. His surroundings were ideal, he claimed,— clean, bright, airy offices. This company provided a benefit fund for those employees that might become ill and granted a pension to those that had worked the required number of years. Two weeks' vacation every year, with full pay, are given to its employees. Employees are promoted from the ranks, and all the executives of this company are interested in the welfare of the employee. The open-door policy reigns in this company, and if one of its employees wants to see anyone, even the president of the company, he or she is at perfect liberty to do so. It is more like a fraternity than a workshop, he stated, and he never knew or heard of any employee of this concern ever becoming an object of charity. He finally summed it all up by saying that his company gave him employment, generous pay, good hours, pleasant surroundings, kind and considerate superiors, provided vacations, and took care of him when he was ill or aged or unable to work, and in return for all this only asked a fair day's work.

As he was about to say good-day to me, I asked him what company he worked for? He answered — The New England Telephone and Telegraph Company.

### Some Praise!

**D**R. GEORGE W. GAY, a Brookline subscriber, has the following to say for good work by our forces:

"Please accept my hearty thanks for your promptness in putting in an extension telephone, No. 3, in this house. It is in line with the service that I have always received during my forty years' business relations with your Company. My first contract is dated February 28, 1881! (I ought to have it framed!)"

"I hope to find telephones in the next world, if there be one, and to find them in charge of your Company!"

Be what you wish others to become. Let yourself and not your words preach for you.—Anon.

## Metropolitan Plant Ratings

THE following men have obtained ratings by examination in the Metropolitan Plant Division: Bernard F. McGaffigan, Grade A Central Office installer; Harold B. Smith, Grade B Central Office installer; James A. Galvin, Grade B Central Office installer; Charles L. Devine, Grade B Central Office installer; Chester L. Glennon, Grade B Central Office installer; George F. Murphy, Grade B Central Office installer; Anthony J. Quinn, Grade A Central Office repairman; William H. Craven, Grade C substation installer; Thomas F. McNulty, Grade C substation installer; Willard O. Hyland, Grade B substation repairman; Joseph A. Mulvaney, line repairman and head lineman.

1 2 3 4 5 6 7 8 9 10

## Toll Supervisor "Showered"

ON Friday evening, October 22, Mary F. Campbell, a supervisor of Boston Toll, was tendered a shower in the retiring room of the Milk Street building.

Miss Campbell was the recipient of a great many gifts, among them a chest of Community silver, several odd pieces of silver, also linens and \$150 in gold.

Refreshments were served in the main dining-room, after which an entertainment with fancy dancing, solos, and recitations was held.

Miss Campbell left Boston, Saturday, October 30, for Montana, where she is to be married and make her home. A great many friends were at the station to bid her good-bye.



## LADIES AND GENTLEMEN MEET SOME REAL FELLERS

For ten years or more these men have collected coin boxes and public telephone stations in the Metropolitan Division. Isn't that some record? The men and the date they entered the Company's employ are, left to right

1 Robt. J. Friery March 8, 1903	2 Geo. W. Despeaux March 27, 1904	3 Harding Packard May 23, 1892	4 Richard E. Barry May 31, 1910	5 Wm. F. Putman August 13, 1902
6 Fred L. Holland December 1, 1904	7 Joseph Wilcox May 23, 1910	8 Chas. T. Eldridge June 16, 1902	9 Wm. H. Bleiler June 3, 1902	10 Wm. A. Metcalf October 1, 1899



FRANK H. PARKER, *Associate Editor*  
220 DEVONSHIRE STREET, BOSTON, MASS.

### Manager Cheney's Service Campaign

MANAGER CHENEY, in a campaign to help out the Traffic Department in Lawrence, has been very successful. By furnishing the newspapers copy of value to us and of news interest he has helped out the service problem a great deal. Several groups of Chamber of Commerce members have visited our central office at Manager Cheney's invitation, where, assisted by District Traffic Manager Wilson, and the chief operator, Mr. Cheney explained the inner workings of a central office. In order to discourage questions not pertaining to the telephone business that are now asked of Lawrence Information operators, he had the following story in a recent issue of the Lawrence *Telegram*:

The liberal interpretation put upon the word "service" by the telephone-using public is well illustrated by the character of some of the questions Information operators are expected to answer. Observations made on the Lawrence Information desk for several weeks show a few of the irregular questions asked of Information.

"The time the Haverhill cars run on the Southern New Hampshire line."

"The height and width of a telephone booth."

"The location of Willow Street."

"The name of the new line of cars at Hampshire Street."

"The name of some nurses' clubs in Lawrence."

"How to measure preserves."

"The national hymn of America."

"To settle an argument: 'When slight acquaintances meet, who should speak first, the lady or gentleman?'"

"What to do for an overheated water boiler."

"A good tailor who doesn't charge too much."

"The best place of amusement for a stranger in town to spend an evening."

"The fare by electric to Boston."

"The new name for the capital of Russia."

"Where to get a Chinese interpreter."

"A good place to board a pet cat while the family is away on a vacation."

"How many C's are there in account?"

"How long does it take to go from Boston to Detroit?"

"Is the mail collected on Sundays?"

"The number of the Idle Lunch across from Idle Market, meaning Ideal Lunch and Ideal Market."

"Number of the City Farmer, meaning City Missionary. Information operator couldn't make out what was wanted until Rev. Clark Carter's name was mentioned."

"Inquiry for Cemetery Department, meaning Sanitary Department of the Board of Health."

"For a gasoline company. When asked which one was wanted he said, 'Oh! Rockefeller's, or any one will do.'"

"The Garden of Music on Essex Street, meaning Gardner's Temple of Music."

"I want a woman, her husband's name is Arthur and he is a fireman."

"For glass-eyed man on East Haverhill Street, meaning Dr. Stoehrer, optician."

"A bakery, middle of Essex Street."

"Is New Year's Day a holiday?"

It may be worthy to note that the Telephone Company

does not encourage such questions, believing the chief duty of Information to be that of furnishing information to enable its patrons to obtain the proper connections. However, any legitimate question, if the answer is known, will be answered.

In the Lawrence Exchange it has been found necessary to have four Information operators during the busiest hours, and many useless calls which consumed time and energy have been noted. For example: in one day 687 calls to Information were inquiries for numbers already listed in the Telephone Directory, and if the calling parties had taken the trouble to look them up, their time as well as that of Information could have been saved. It is probable that a small percentage of such calls was due to doubt as to the spelling, inability perhaps to read, absence of a light, misplacement of the directory, etc., but the large majority of these calls were avoidable, and if the patrons realized what an additional burden this caused they would be more considerate.

The "pressure" or "load," as it is termed, in the larger offices has become so serious that it was found necessary for Information to politely request inquiries to obtain their numbers from the directory if such was found to be included therein. This has reduced the number of these calls perceptibly, but for the present the local office will not adopt this plan, believing that its patrons will be glad to cooperate if they once know of the waste that it causes.

Here is an example of good work that the other managers will do well to follow.

### Falmouth Has New Manager

ON November 1, 1920, Will R. Cox was appointed manager of the Falmouth exchange district. Ever since last spring, when former Manager Gannon was transferred to Dover, N. H.,

this exchange district has been in charge of Manager Stuart of Hyannis who handled it in addition to his Hyannis district, and he has done a good job. Manager Cox received his early education in the telephone business in the Metropolitan Division, and for the past two years has been commercial representative at Lowell. He has had experience in all branches of the Commercial Department and should experience no difficulty in proving himself to



WILL R. COX

be an efficient manager. The best wishes of a host of friends go to Mr. Cox for success in his new position.

# Framingham District News

WE have a new stunt in Framingham. Scoop is writing letters to his old friend Bud, and giving him the telephone news. We had a chance to get in on Scoop's letters, and here are the first three he wrote — some letters!

FRAMINGHAM, MASS.,  
October 26, 1920.

Dear Bud, — I am writing just a line to tell you of a funny thing we saw, the other evening.

Wending our lonesome way down the main street of our thriving little town, we were wondering whether the one dance hall or the one "movie house" would furnish the greatest interest to us in that eternal quest for pleasure and excitement. We weighed the twenty-two cents which we would be obliged to spend for the "movies," against the fifty-five cents necessary to practice in the art of Terpsichore. Traversing the four blocks of our chief thoroughfare without deciding, we finally thought that the fates could do a better job than we, so we tossed a lone coin, and, "lo and behold," the coin directed us to the hall, to mingle with the Feet Shufflers Union.

There is no use arguing with fate, Bud, so we steered a straight course for the Framingham Casino. Upon entering the spacious hall, a sign caught our eyes; said sign announcing a Beauty Contest for that evening. We were then very, very glad we had come, for who among us men can forego the pleasure of gazing upon the beautiful, especially the ladies?

We were a little late to the dance, and it was only a short time after our arrival when of a sudden the music ceased, the shuffling of feet grew dim, and amid a hush, we heard the announcement that the judges of the beautiful were about to make their selections. We gazed about the hall, eagerly craning our necks in order to be in at the finish.

The only friend we spotted there was our co-worker James E. Groves. To those of you who have not heard his silver-toned voice, or gazed into the depths of his beautiful eyes, or upon his wealth of hair carefully parted in the middle, we will say that he is the embodiment of grace, this genial member of our efficient equipment force.

Our mouths opened in wonder when we saw the judges approaching Jim, who was nonchalantly leaning against a pillar (this graceful posture having come from long practice leaning on the Main Frame). Jim blushing answered a question which the judges asked him, after which they returned to the platform.

In a voice loud enough to carry to the farthest corner of the hall, amid an expectant hush, the official ballyho called, "James E. Groves." Picture the form of Apollo, the grace of Adonis, and the fleetness of Mercury. If you can imagine the embodiment of these graces, you can see Jim crossing the hall to receive the solid gold penknife and watch chain presented to the handsomest man in Framingham.

Bud, we had to go out for air after the above touching scene; but I want to tell you right here, young fellow, that we members of the Telephone Company of the Framingham Exchange, challenge any district — yes, or any division — to produce a handsomer man than our James.

Yours as usual,  
SCOOP.

This is letter number two:

FRAMINGHAM, MASS.,  
October 30, 1920.

Dear Bud, — Just a short note to let you know that we have had a few mixups since I last wrote to you. You remember old John Gorman who worked for Monty, and who has a record of fourteen years' service? Well, he has gone into business with his brother selling houses, insurance, and anything else he can get his hands on. We sure miss John, but we are all wishing him all the success there is to be had in his new field.

We have a young fellow by the name of LeRoy Davis, who

hails from Falmouth, taking John's job, and we like him fine, and we are all here with a welcome and the glad hand for a newcomer.

Harold Hodgson, who used to work in the cable department, was transferred to the wire chief's office as line assigner, so we had to say "Hello, Hodgson, and Goodbye, Denny", as Densmore has been transferred back to Engineering Department.

Last night, Bud, we had a fine meeting, addressed by Mr. Donahue, president of the Telephone Workers' Credit Union. We opened a branch here in town, and we are out to get the business. Denny was elected head receiving teller. Chief Operator, Miss Doherty, and wire chief, Mr. Bispham, were elected to the investigation committee. We thank Mr. Donahue for bringing our bank home to us, and we are going to try to prove worthy of his confidence.

I guess that is all for this time, Old Dear. See you some more.

Yours as usual,  
SCOOP.

This is the third and, we hope to get some more for next month:

FRAMINGHAM, MASS.,  
November 4, 1920.

Dear Bud, — Here we are again, with a little local news which might interest you. On election night the Men's Club of the Grace Congregational Church held what was designated as "Telephone Night." Of course, Bud, we were there strong, for how could we miss a feed which started the entertainment!

You know Monty, our manager, is a real garrulous gentleman, and what was more befitting the occasion than that he should lecture on the Intricacies of the Telephone. He used still pictures to illustrate his talk, and he sure got away with it fine. The picture-machine operator rather led Monty to a bad start for Monty said, "It might perhaps be appropriate to show you a picture of the man who we hope will be our next President," and the operator proceeded to flash a picture of Governor Cox. There was no applause, Bud, and we are now wondering whether this was prearranged or whether the operator put something over. Monty's speech went great, together with the moving picture 'Speeding the Spoken Word.'

We had a direct wire to the church for the election returns and I must tell you how it was worked. Hodgson, the line assigner, ran over to the News office and got all the dope hot off the private news telephone, and then he hustled back to call up the church. The only thing we lacked was a ticker to make the crowd think it was real.

I want to mention that Henry, our genial wire chief, was there as usual, and ferreted out the eats. He whispered in our ears that he had discovered some ice cream and cake, so we partook. You should ought to have been there, Bud, for the talk was great and everybody had a good time.

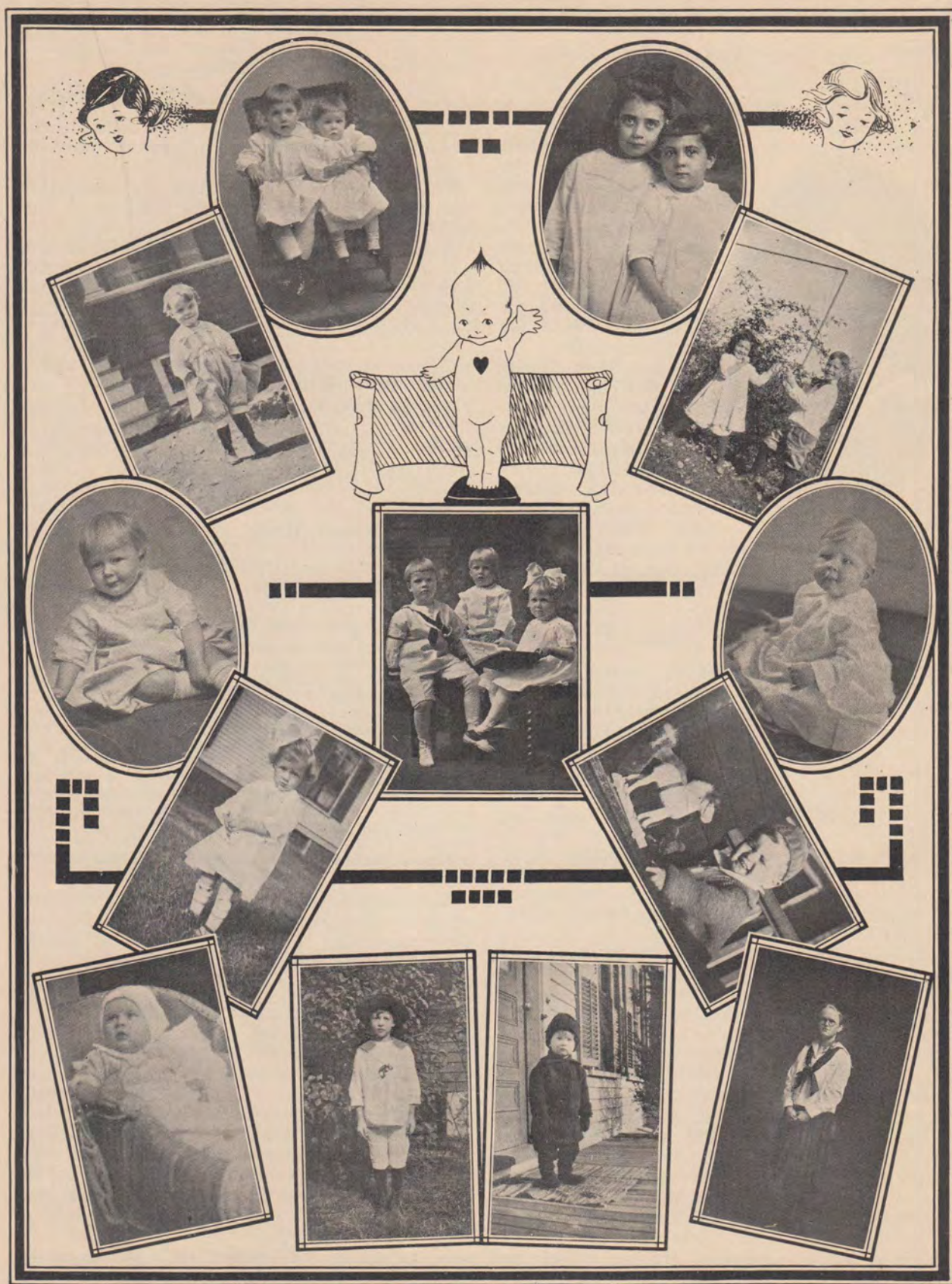
As ever yours,  
SCOOP.



Rowdy Man: JIM CAME DOWN YESTERDAY WITH A NEW PLAN FOR STARTING THE MOTOR-GENERATOR.  
O.O. REPORTER: WERE HIS PLANS CARRIED OUT?  
R.M.: NO, HE WAS



MY DADDY IS A TELEPHONE MAN "  
 (For names of these children see page 398)



"AND MINE IS TOO"  
 (For names of these children see page 398)

## New Chief Operator at Georgetown

**M**ISS FANNIE F. BAILEY has been promoted to chief operator at Georgetown.

Miss Bailey entered the Company's service as a student, September 8, 1914, and served as a senior operator, exchange agent, supervisor in charge, and has now reached the top of the ladder as chief operator at the exchange where she originally started her telephone career.

Since Miss Bailey first was employed by our Company, the Georgetown office has increased in subscribers materially. Her good work in various positions in the office has been frequently recognized and her

latest promotion is in recognition of real efficient service.



FANNIE F. BAILEY

## Our Baby Pages

**T**HE two pages of children's pictures in the Eastern Massachusetts section of this month's issue of TELEPHONE TOPICS are composed of photographs of some of the future telephone men and women of our Company.

Their "daddies" are Eastern Massachusetts employees and we believe we are justified in telling the world that the little ones are a fine-looking group.

Those on page 396 are: Top row, left to right: Barbara Alice Parker, daughter of F. H. Parker; Albert S. Alcott, Jr., son of Albert S. Alcott.

Second row, left to right: George William Richardson Crabtree, son of Frank Crabtree.

Middle row: Frank Eugene Perkins, son of Herman E. Perkins.

Center: left to right, Robert A., Barbara, and John Wilson, sons and daughter of Frank A. Wilson and Walter H. Sanford.

Fourth row, left to right: Charles R. Wilson, son of Frank A. Wilson; Janice and Barbara Roberts, daughters of R. W. Roberts.

Bottom row, left to right: Russell F. Parsons, Jr., son of R. F. Parsons; Ella A. Jennings, daughter of Perry L. Jennings; Marion Ella Miller, daughter of Joseph Miller; Winifred T. Hammond, daughter of "Matt" Hammond.

Those on page 397 are as follows:

Top row, left to right: Clara and Jean Crocker, daughters of A. H. Crocker; Catherine and Elinore Howard, daughters of James W. Howard.

Second row, left to right: Vernice Butters, daughter

of H. G. Butters; Eleanor and James Ross, daughter and son of L. L. Ross.

Middle row, left to right: Roger T. Gott, Jr., son of Roger T. Gott.

Center: John Earle, Dexter Wilhelm, and Ruth Dorothy Johnson, children of John W. Johnson; David O. Ives, son of Oscar J. Ives.

Fourth row, left to right: Dorothy Elaine Butters, daughter of H. G. Butters; Stanley H. McNeill, son of Heustis McNeill.

Bottom row, left to right: George Hill Mellen, son of E. E. Mellen; Norman L. Harrison, son of Wm. H. Harrison; Murray H. Rogers, son of Wallace B. Rogers; Elizabeth C. Greenleaf, daughter of Mrs. Lucy Greenleaf.

## Promotions in the Brockton District

**B**ROCKTON EXCHANGE. Marie L. Meacham, from junior supervisor to supervisor.

Taunton Exchange. Frances B. Rice, from junior supervisor to supervisor.

## Good Work at Beverly

**T**HE following article appeared in the Beverly Times, recently:

### Good Telephone Service Appreciated

The hospital staff at the Shoe appreciates the efficient service given Saturday, when one of the Shoe employees met with an accident at just twelve o'clock, and the Shoe telephone operators had gone off duty. Due to the quick work of the Beverly exchange, Dr. Robert Stickney, who was at his home, was located, and he was soon at the Shoe hospital, accompanied by Dr. Philip Finnigan, and attention was given promptly to the injured man. M. R. Jerome Crowley and his assistant, Henry Q. Cottrell, gave first aid to the injured man. The telephone operator who responded to the emergency call gave valuable assistance, with the result of no time lost in notifying the injured man's home and getting him moved to the Beverly hospital. Beverly residents are greatly indebted to the fine spirit of coöperation in the local telephone organization.

Miss Mary Broadley, a junior supervisor operating at the time, handled the emergency calls noted above, and Miss Nora Terry, supervisor, assisted her.

## Forest Fire at Hyannis

**O**N October 22 a very severe forest fire started in the woods in the rear of the village of Hyannis. It started about two miles from Hyannis, with a strong northwest wind blowing, which burned very rapidly, bringing the fire into the east end of the village. The wind then shifted to northeast nearly a gale force, and started burning the woods on the entire length of woods bordering on the village and burned through local section 28 and T. S. 35.

In Section 28, of the forty-four poles twenty-six were burned, and on Toll Section 35, which carries the trunks to Boston and upper Cape, eight poles were burned.

### Listenings from Lawrence

MISS CATHERINE O'SULLIVAN, of the toll force, was surprised with a shower on October 22, at Lawrence, Mass. The shower was given in the new rest room. Miss O'Sullivan received many beautiful gifts, among them a chest of Community silver. Miss O'Sullivan was married on Wednesday, October 27, 1920. Miss Elizabeth Rafferty, of the toll force, was bridesmaid.

Miss Annie Clark has resigned at Lawrence. She is going to spend the winter in St. Petersburg, Florida. She may engage in telephone work after reaching there. Miss Clark was given a farewell dinner by her coworkers of the Lawrence operating force at Riverview Bungalow, at Bradford, Mass., and presented her with a purse of gold and many other useful gifts.

Mr. Donahue, of Boston, talked to the girls in regard to the Credit Union Bank, in the Lawrence exchange. By the looks of things Ponzi did not discourage the girls a little bit. Mr. Donahue did not talk in vain.

The Misses Regina Clark, Helen Byrne, and Josephine Farrell, of the Lawrence exchange, have returned after spending the summer at Buzzards Bay. These girls report the best summer ever. Although they were kept busy operating a good part of the time, they all look one hundred per cent better. Miss Byrne had a wonderful time dancing, and simply could not get enough of it.

### Recent Changes in Salem Exchange

MISS MARGARET M. LANNON is the new official P.B.X. operator, replacing Miss Theresa C. Fossa, who resigned to be married.

Miss Mary G. McMahon, from operator to junior supervisor.

Miss Annie V. Lomasney, from toll operator to supervising clerk.

### Sharon Operators Entertained at "Lady Grey Tea Room"

MRS. H. A. MATHEWS, proprietress of the "Lady Grey Tea Room," entertained the operators of the Sharon exchange Thursday afternoon, October 7, in appreciation of the good service and courteous attention given her at all times.

She gave an interesting talk on her new "Tea Room," which was opened this year for the first time, and complimented the operators very highly on the good service given her.

Refreshments were served, and a very enjoyable hour passed all too quickly.

### "Mac" is Back on the Job

AFTER a three months' leave of absence on account of sickness, Paul J. McInerney is back on the job.

"Mac" underwent a serious operation in July, and, judging by his appearance, it appears to have been successful.

He recuperated at Long Island, N. H., and put on thirty-one pounds, which is about ten pounds above his normal weight.

Here's hoping that he will not have a recurrence of his old complaint.

### Middleboro Musings

MARION HALL has just returned from a trip over the Mohawk Trail and the White Mountains.

Alicia Weston has been with us again for two weeks. She has been the vacation operator this summer.

Dan Cupid has been very busy in the Middleboro exchange. The first was Ethel Morrison. She became the bride of Millerd Raymond. On the 14th of September two weddings took place. Ella Tallman was married to William H. Curley, of this town, and Lucretia Morgan was married to Charles L. Norton, also of this town. The latter's marriage took place in Winthrop, and there a reception and wedding breakfast was held for both couples after which they left for a trip to Vermont. Both couples were presented beautiful electric lamps by their telephone friends.

On October 19 a novelty shower was tendered Florence Adams, of the district manager's office, at the home of Gladys Shaw. Miss Adams received many beautiful gifts. At St. Paul's Cathedral, in Boston, Miss Adams and Clarence Shaw were married October 26.

### Taunton Tales

OWING to the ravages made in the supervisory force by Dan Cupid, the Taunton office is the scene of several changes and promotions.

Miss Sadie Meade has been promoted from junior supervisor to local supervisor, taking the place of Miss Harriett Lewis, former local supervisor, who was married to John Mansfield in October.

Miss Florence Keefe, who married Dr. T. F. Cusick in October, has an apt successor in Miss Frances Rice. Miss Rice was promoted from toll operator to toll supervisor.

Miss Margaret Meade has been appointed junior supervisor, taking the place of her sister, Miss Sadie Meade.

Hallowe'en was most aptly celebrated by a group of operators, who were entertained at the home of Miss Bertha Washburn. A real live ghost, bobbing for apples, and the usual hallowe'en stunts added much to the fun. The menu, however, was the novel feature of the evening and showed much originality.

The party adjourned at a late hour, after pronouncing Miss Washburn a most competent hostess.



HORACE S. HOLT, *Associate Editor*  
SPRINGFIELD, MASS.

### Death of Miss Sugrue, Popular Telephone Girl

MISS JOANNA SUGRUE, twenty-two, daughter of Mr. and Mrs. Daniel Sugrue, of High Street, Thorndike, died Thursday morning, November 4, at the home of her parents, after a brief illness.



MISS JOANNA SUGRUE

Miss Sugrue was a graduate of the Palmer High School. For the past four years she had been an operator in the Palmer telephone exchange. She was a good comrade, and her happy disposition made her a favorite with the other employees of the exchange and with all with whom she came in contact.

Her fellow-workers and her large circle of friends join in the regret that is felt for her death at so early an age.

She is survived by her parents and three sisters, Mrs. Frank Doyle, Miss Katherine A. and Miss Nellie Sugrue, and one brother, Daniel, all of Thorndike.

The funeral was held Saturday morning, November 6, with a requiem high mass in St. Mary's Church at nine o'clock. Burial was in St. Thomas' Cemetery.

### Social at Northampton

NEARLY sixty employees of the Northampton area, representing all departments, held a Get-Together night on October 28, in the new hall of the Gamma Chi fraternity.

Manager Shaw, who presided, gave the illustrated lecture, "Milestones in Telephone History," assisted by "Beau Brummel" Arnold, who operated the machine. Following the lecture, Miss Schulda gave a vocal solo (and let it be said right here that she can sing), Miss Willis, of Amherst, gave a loudly applauded recitation, while Miss

Nowlan, another Amherst operator, rendered a piano solo in a really superb manner. Music by some of the Plant men was on the program, but each and every one had "left their music at home." (Old stuff.)

H. P. Chapman, district traffic chief, spoke and complimented the audience on the spirit of co-operation evidenced by the meeting. Refreshments were then served, and the way the cider disappeared would have made W. J. B. sit up and take notice.

Then dancing, and everyone seemed to dance particularly well, — whether the cider had anything to do with it we do not know, although Dick Dragon said it was stronger than one half of one per cent and — well, we all know that Dick is strong on veracity.

### New Traffic Chief at Fitchburg

THE Western Division welcomes Mr. Carl E. Parker, who has been appointed district traffic chief of the Fitchburg district, to fill the vacancy caused by Mr. Plummer's promotion.

Mr. Parker entered the employ of the Company as messenger at Concord, N. H., on the 5th of May, 1901. Shortly after, he was promoted to night operator, and in January, 1904, he became a night operator in Somerville, Mass. In March, 1905, he was appointed night chief operator at Dorchester, where he remained until September, 1906, when he became service inspector and later subscribers' agent in the Boston Division. In March, 1907, he temporarily left the operating end of the business; becoming manager of the Norwood exchange. In October, 1909, he returned to Traffic as assistant traffic chief at Newton West, and in June, 1910, became assistant traffic chief of Boston Toll. October, 1910, saw him as assistant supervisor of traffic for the Boston division, while June, 1912, was the date of his appointment as traffic inspector, Boston division.



CARL E. PARKER

The next step was in April, 1916, when he became assistant traffic manager of the 1st Central District.

## Service Supervisor for Western Division

**M**R. RALPH W. PLUMMER has been promoted to the position of division service supervisor to fill the vacancy left by the resignation of Fred R. White. Mr. Plummer entered the employ of the Company, back on August 6, 1904, as a student in the Boston office. In April, 1906, he was appointed chief operator at Bangor. In January, 1907, he returned to Boston as toll service supervisor, and in November, 1909, he first came to Springfield, as supervisor of traffic.



RALPH W. PLUMMER

► In April, 1910, he returned to Maine as district traffic chief at Lewiston, where he remained until February, 1914, when he was transferred to Bangor as traffic chief.

Returning to the Western Division on March 1, 1920, as district traffic chief at Fitchburg, he is now back at division headquarters as division service supervisor.

## Traffic Promotions

**P**ITTSFIELD—Rose A. Putman, from junior supervisor to supervisor. *Shrewsbury*—Edythe E. Russell, from clerk at Ayer, Mass., to chief operator, in Shrewsbury. *Worcester Toll*—Catherine M. Garvey, from operator to junior supervisor.

## Ware's Telephone Office

Adapted from McCullough's Poem, "Our Office"

BY NELLIE S. SHEEHY, Junior Supervisor

Ware Tel. Office is a funny thing; each morning certain men  
And certain girls and certain boys come into it again,  
And hang their coats on certain pegs, their hats on certain  
hooks,  
And sit down before a switchboard to answer honest men and  
crooks.

We all have certain plugs to push in just a certain way,  
To stop the lights that flicker through the night and day.  
What happens when the receiver is taken off the hook,  
I'll try and explain, as plain as any book.

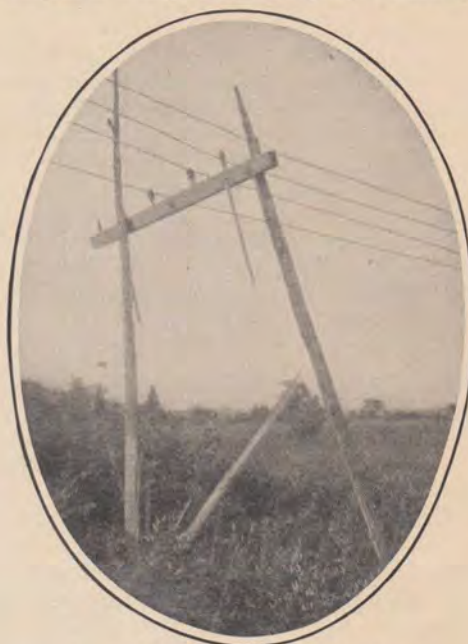
With "Number, please," a sweet voice greets you,  
Repeats the number slow, to be sure;  
We'll ring them again, if you don't get them,  
And tell you if they don't answer, too.  
This we do both day and night,  
We listen to voices of softness and might;  
We know certain sorrows and certain joys,  
Of certain girls and certain boys.  
We hear certain excuses and alibis  
That certain people employ,

And then at just a certain time, in sunshine or in rain,  
We leave the lights that flicker, to catch a certain train.  
Our office has become, in time, to man and girl and boy,  
A certain kind of fellowship, and work a certain joy.

## Class F Agent Gets a Puff

**I**T is an old saying that you have to go away from home to learn the truth about your neighbors. You may easily see the application of that saying to the instance herein cited.

Under the caption, "A Good Temporary Repair Job," the "Telephone Bulletin" of the Southern New England Telephone Company illustrates and



A GOOD TEMPORARY REPAIR JOB

compliments the workmen who did the emergency repair here illustrated.

Upon investigation it was found that this piece of work was done by W. F. Crittenden, Class F agent at Otis, Mass., and attracted the attention of W. A. Rice, a repairman at New Haven, who happened to be in East Otis.

The compliments paid in the Bulletin for the ingenuity shown in utilizing the remains of the shattered pole are due Mr. Crittenden.

## Good Luck to Henius

**M**R. ALBERT HENIUS did not remain long in Springfield Commercial office, as on October 4 he was promoted to manager at Milford, Mass.

## C. L. V. as a Housekeeper

**W**IRE chiefs and the storekeeper of the Pittsfield district say that District Plant Chief Vaughan would be some housekeeper. It seems that C. L. designated the week of October 24 "Clean-up Week," and in his notice to wire chiefs and storekeeper he enumerated so many places to look for dirt and refuse and so many articles to be gone over for possible "fixing" that they all voted him "a great help to his wife."

# Topics for "Topics"

## Timely Telephone Topics

The Three Ting-a-Ling Terriers, "Walnut,"  
"Butternut," "Noodlenut"

**W**HAT Tel is it all about. River, you carry the news, you have the current.

At a Rotary Club luncheon held Friday, October 29, our three superintendents, all enthusiastic Rotarians, were the speakers of the day. The trio were billed on the notices of the meeting and tickets as the Three Ting-a-Ling Terriers, George "Walnut" Hayden, William "Butternut" Northrup, and Charles "Noodlenut" Tasker.

After hearing the interesting and enlightening story of the difficulties under which the Company has been working, the members unanimously voted that the three were not nuts at all.

## North Adams Chief Operator Resigns

**M**RS. FRANCIS A. GATSLICK, chief operator of North Adams, who has been with the Company since 1902, resigned on November 6.

Mrs. Gatslick has filled the position of chief operator at North Adams for the last twelve years and has been a most capable and efficient chief. Under her guidance the North Adams office always has been at the top. District and division traffic officials regret the loss of so faithful an employee.

## Tenth Anniversary

**O**N October 22, Miss Blanche E. Smith, chief operator at Dalton, Mass., was in receipt of congratulations from district and division traffic officials on having completed ten years of continuous service with the Company.

## This Fits Our Associate Editor

**H** STANDS for — horseshoe —  
You doubt it? Ask Holt.  
When work comes in thickest  
He's spry as a colt.

Through tortoise-shell glass  
He "once-overs" plans.  
Some get by, some he questions,  
And some — Gosh! he "cans."

Barney Oldfield can't touch him  
Behind a "jit's" wheel.  
He drives by direction  
Combined with strong spiel.

He was once nicknamed "Nigger"  
By friends (short of kin)  
When arguments ceased  
Quoth friend wife, — "Drag him in!"

From June to September  
He's gay as a lark.  
"My wife's gone," he warbles;  
"Your deal — keep it dark!"

## Better Build a Bomb Proof, Scrib

**B**ILL SCRIBNER and his jazzarina were, illustrated in the October issue. Here is one on Bill that cannot be illustrated.

It seems that Scrib took up the study of the saxophone. Naturally the family living upstairs put up an awful kick, so Bill secured permission to practice in the Williamstown Opera House.

The janitor of said place of amusement thought he'd put one over, so he puts some students of Williams College wise and they did the rest.

While hard at work on his saxophone, they stole in and bombarded Bill with eggs, both fresh and otherwise.



**M** stands for one whose idea of fun  
Is to go far afield with his rod and his gun.  
To get a shot at a bird in the air,  
Maurice will ride, walk, or crawl anywhere.

**N** is for a man who is getting kinder stout,  
And whose real name you seldom hear about;  
But to give his moniker, I'll have to confess  
Will make it very easy, the rest of Newman to guess.

**O** stands for — the man with a Saxon car;  
With it he travels, wide, fast, and far;  
If nothing's the matter, Frederick'll take it apart  
Just to find out what makes it start.

## NUMBER FIVE OF THE GUESSING CONTEST

Guess the last name. Send it to H. S. Holt, New England Telephone and Telegraph Company, Springfield, Mass. A cash prize will be given the winner at the end of the contest.



LEON W. WEIR, *Associate Editor*  
PORTLAND, MAINE

### Winterport Agent Dead

**A**N exchange agency for a continuous period of nearly twenty years terminated in the death of Fred C. Atwood, at his home in Winterport, Me., on October 28.



FRED C. ATWOOD

At the time the Winterport exchange was established he became agent. The switchboard serving the ten original subscribers was placed in his drug store and cut in on April 13, 1904. The present board is still in the same store, although the exchange has grown to 137 stations.

At first an agent of the N. E. T. & T. Co., he retained the position when Winterport became an exchange of the Waldo Telephone Company in 1910. After a period of years the exchange came back to our Company,

and Mr. Atwood with it.

At the time of his death, which followed a long illness, he was fifty-five years old. A Mason and a member of the Eastern Star, and always active in local affairs, he will be deeply missed in his community as well as by ourselves. He was well known to practically all telephone men in the State of Maine, and was universally liked.



OUR WINTERPORT OFFICE

During his long sickness Mrs. Atwood took full charge of the exchange, and she will succeed him as the Winterport agent.

### Plant News

**F**OREMAN J. O. POMEROY'S residence was recently burglarized one morning, some time between 1.30 and 3.30 A.M. (nearly daylight time); at least the family living below Pomeroy heard some one getting into the house at about this time, and it surely was not Joe roaming about at this hour, although Joe had been "out calling" earlier in the evening. Mrs. Pomeroy reported nothing missing, but we wonder if she *carefully* checked up the cash account.

Ernest Berry has been operated upon for appendicitis, and is convalescing finely and expects to leave the hospital soon.

Foreman Totman and Halpine expect to leave for the Big Woods for a two weeks' hunting trip soon, but are having difficulty (as shown by a true copy of letter below printed) in engaging a cook.

OGRIOSSOC, Nov. 2, 1920.

*Dear Sir:* I receive your letter Oct. 29. I am sorry i can not find any cook yet. i might find one until you come. Yours truly,

On October 27 word was received at Portland, at 2.30 P.M., that twenty-seven trunk-line circuits were open on T.S. 201 near York, Me.; the investigation showed that this was caused by a blast set off by men working on State Road construction. The nearest crew, that of Foreman Oliver, at Biddeford, thirty-three miles from point of trouble, was at once sent over the road by truck, fast travel time being made, and faster work done after arrival at break, as all circuits were closed at 5.50 P.M.

A thoroughly good time was enjoyed by District and Division employees at the new stock room at Portland, on October 20, a clam and lobster supper being served at 6 P.M. A "fanning bee" followed the supper, and old times were talked over by all. A good time was voted by all present, and here's hoping that more "get-togethers" will follow, as it looks like a long, cold winter and the new stock room is surely well heated.

Clayton E. Clough, of Biddeford, expects to leave soon for the South, this necessitated on account of Mrs. Clough's health. Sorry to see you leave Clayton, but here's hoping that it won't be necessary to renew the leave of absence.

Mr. and Mrs. J. C. Sanborn, of Bridgton, were recent visitors at Portland, Me.; Clayt attended the supper at the stock room. Mrs. Sanborn, we understand, attended the theater first—and to Clayt later (at about 3.30 A.M.).

Walter Jonterg, who was recently injured in an automobile accident, has fully recovered and returned to his duties in the Accounting office.

F. A. Scribner, district foreman Alais (old-time trapper and hunter) is spending his vacation at his sport camp, Grindstone, Me. Deer and moose will be scarce in this territory after Scribner's return. Orders for choice cuts of venison should be sent in promptly.

A team of bowlers from the Bangor Test Room defeated the cablemen. Those cablemen are sure poor bowlers.

Portland, your "Beau Brummel" is invading the Bangor District for week ends. Girls, watch out!

Grace S. Phillips, stenographer Plant department, is in a sanatorium at Ashville, N. C., on account of poor health.

F. V. Marchi, central office repairman, Bangor Central office, married, date unknown; place, Boston, Mass.

We all wish Mr. and Mrs. Marchi everlasting happiness.

### Commercial Department Notes

**M**ISS BEULAH E. GREENLAW, Commercial representative at Calais recently resigned her position to study music in Boston. The vacancy has been filled by Miss Margaret McKinney, formerly employed in a Calais bank.

District Manager Herbert and District Plant Chief Macdonald have been holding exchange conferences with managers, chief operators, and wire chiefs, in the Bangor district. Successful meetings have been held in Rockland and Waterville with much interest and profit to all concerned.

Miss Irma Emerson, for the past year employed as commercial representative in Waterville, has resigned and has returned to her home in Auburn. Her wedding will take place within a few weeks, after which she will live in St. Louis.

It is rumored that Pat Bell, Maine's division toll wire chief, may be obliged to take a course at some institute for the correction of stammering. "Pat" contracted the habit, it seems, from a stuttering main line sounder at the Tarratine Club, Bangor, on election night, which even his expert hands could not keep adjusted. District Manager Herbert, a Morse man and a member of the club, escaped the contagion by a narrow margin.



SOME TIME!

All the gang were there when the new stock room was opened at Portland, on October 20. Were there eats? We'll, say so; and a real bunch of real men were the eaters.

# Augusta Has Great Get-Together Party

ONE of the greatest get-together banquets of the telephone employees, with their husbands, wives, sweethearts, and others, took place at the Augusta House, Monday evening, November 1, 1920. There were nearly one hundred per cent of the forces present.

The banquet hall was beautifully decorated, and Manager F. P. Gray made a few remarks of welcome to the guests and congratulated the members of the telephone family on their large attendance. They joined in the singing of "America," and then sat down to enjoy one of the Augusta House banquets, for which it is celebrated. Each member was presented with a little song book, and between each course there were bursts of song led by Manager Gray, there being a great many of the operators with grand opera ability and with the male members of the family made the banquet hall ring with their voices.



The entertainment committee, made up from the operating force, had a fine program, which included violin solos by Miss Edith White, piano solos by District Plant Chief E. K. Bly, and several musical stunts by others. The star stunt of the evening's entertainment was the letting loose of a baby porcupine, which ran on the laps of the guests

while at the table. The tablecloths covered the little fellow, and as it ran over the laps of the sisters, they would say something besides "Number, please," and screamed at the tops of their voices, while the male members of the family enjoyed the fun. At last the ball of needles was captured by Wire Chief Smith, of Gardiner, and turned out to be only a potato stuck full of tooth picks. After the banquet the operators took charge, and a grand hop was enjoyed by the employees and their guests, which broke up at midnight. There were present as guests Mr. Charles F. Story, district manager; Mr. E. K. Bly, district plant chief; Mr. Allen G. Fitch, the newly appointed district traffic chief of Lewiston; District Foreman Thurston, Manager Wood, and Wire Chief Graffam of Waterville.

The chief object of the meeting was to get better acquainted, and it was a success from the start. It gave them all an opportunity to meet the new traffic chief, Mr. Fitch, and the new chief operator of the Capitol City exchange, Miss Beatrice C. Ouellette, who comes here from Bar Harbor. Every member of the family voiced their regrets that our present chief operator, Myra E. Fowle, on account of ill-health, was forced to give up and take a smaller exchange, going back to Bar Harbor where she was formerly chief operator. Also Miss Margaret A. Dunn, cashier at the Augusta Commercial office for the past fourteen years, who has accepted a position with an automobile concern in Augusta, and George R. Armstrong, local test man at the Augusta exchange, who has entered the employ of the Public Utilities Commission.

Much credit is due Manager F. P. Gray, Wire Chief Wm. E. Fickett, and Chief Operator Miss Myra E. Fowle for their untiring efforts to make this get-together a success.



THE AUGUSTA PARTY.

Plant, Traffic, Commercial, Accounting, — in fact, the whole family were present at this fine meeting held in Augusta, November 1.

### Lewiston Exchange Listenings

ON the 29th of October, ghosts and witches held sway in the rest room of the Lewiston telephone office. The lights were low and glimmering, and the glowing eyes of the numerous Jack-o-lanterns gave the required creepy feeling, while about fifty masked girls tried vainly to discern familiar faces. After the Hallowe'en atmosphere had been dispelled by bright electric lights and cheery Victrola music, a dainty lunch was served.

Some of the effective impersonations were Mina Brooks and Alice McCormack, as "Uncle Josh" and "Aunt Mehitable"; Verna Howard and Doris Whitmore, as "Minnehaha" and "Rain-in-the-face"; and Helen Shufeldt, as an old-fashioned school "marm."



NOTHING SLOW ABOUT THIS BUNCH!

Lewiston operators who helped make it a real party on October 29.

The Lewiston Exchange has always suffered from the activities of Cupid, but for the last few months Miss Leader, the chief operator has thought that she was making some headway against him and would soon have a few operators on her pay-roll of over three months' service — But, he is at it again — and this time it is the night force. During October Miss Jennie E. MacKenzie, night operator, became Mrs. Ray Thayer. Miss Anna Moore, toll operator, is now Mrs. Charles Clifford, and Miss Grace Goss, night operator, is to become Mrs. Herbert Walker in the near future. Miss Leader still insists she is not conducting a matrimonial bureau and scans that third finger of the left hand of each new arrival.

### Rockland Exchange Rumbles

THEY wouldn't have a wedding and invite us to come, so we got our C. O. to have an operators' meeting and invite them to come. (They being Misses Lola Lakeman, now Mrs. Ralph Smith, and Mabel Brewster, now Mrs. Archie Bowley. Archie, by the way, is one of our

own most popular boys.) So the operators' meeting turned into a s'prise party, with a regular wedding cake, presents, ice-cream, n'everything.

Outside it rained; inside the Rockland, Me., telephone girls' dance was in full swing.

The orchestra played on a gayly decorated stage, and a happy throng glided beneath a ceiling looped and interlooped with bright orange and black streamers. Every one was happy.

The Plant boys, having lent us their invaluable assistance at every turn, made merry with the rest. In fact, it was stated that one Plant man insisted on having the last waltz with his own daughter.

A very satisfactory start was made toward the fund that we hope will some day place a Victrola in our retiring room. About eighty per cent of the operating force were present.

### Brunswick Exchange Notes

A FAREWELL party was given in the retiring room to two Brunswick operators who are leaving the Company, — one Mrs. E. H. Higgins, to live in Portland; the other, Miss Elsie Hartley, to attend business college. The girls, and also the janitor, enjoyed a chafing-dish feed, and, when not eating, listened to some jazz-y records on the Victrola.

The Harpswell central office was moved on Saturday, October 2, from its old location, at the home of Mrs. Odessa Webber, to the home of Mrs. M. E. Patterson, one-fourth mile distance. The work was done between twelve noon and three-thirty, standard time, by inside men Morrison and White.

The Brunswick operators held a jolly Hallowe'en party in the retiring room, Saturday evening, October 30. They performed a great many stunts, danced, sang, and then ate heartily of delicious crullers, sweet cider, raisins, and apples. Ten of twelve operators of the exchange were present.

### Gardiner Exchange Gossip

ON Tuesday, October 5, a rather pretty affair took place in the retiring room at the Gardiner Exchange, in the form of a "Stork" party, given in honor of one of our former operators, Mrs. Rita McDonald. The room was prettily decorated in white, and a large white bell was hung from the chandelier, from which white streamers extended to each corner. The gifts were many and beautiful. Dainty refreshments were served by Miss Bickford and Mrs. Dunn.

A new way of getting the time from Central, in Gardiner, is by calling the chief operator in this manner: "If you had a date with a fellow at this time, what time would it be?" Chief operator promptly answers, "The time for which I made the date." Next day the subscriber who asked this question came in and said, "I couldn't catch you, could I?"



GEORGE F. PARKER, *Associate Editor*  
RUTLAND, VT.

### Who's Who in Vermont's Division

**I**N this issue of TOPICS appears the photograph of Joseph G. Germon, the present wire chief of Rutland District and one of our oldest employees in point of service.

When a wee bit of a lad, Joe, getting weary of making maple sugar, cutting tall timber, and general farming, — a remunerative occupation of many Vermonters, — decided to go into the telephone field where so many of the early telephone pioneers were killed and starved and only the strong survived.



JOSEPH G. GERMON

Being of a mechanical turn of mind, strong and good-looking, he readily obtained a job in 1891, working for the Northern Telephone Company under C. R. Smith Company, agent. His territory

was Brandon, Middlebury, and Vergennes.

Mr. Germon looked after the telephones in connection with electric light work for this company for about two years, then went to work in the Construction Department of the New England Telephone Company in northern Vermont and New Hampshire, working for Foreman George Cutler, who at that time reported to the late W. F. Hunt, superintendent of construction.

When Vermont was made a division under superintendent S. D. Thurber, Joe worked in northern Vermont for Herbert Robbins, commonly called "Bud," who is now still going strong as stockman in Burlington, Vt.

Mr. Germon for a time was foreman in Rutland, and helped complete the rebuilding of this exchange.

At one period of his telephone work for the New England Company, business was so slack that he went to work for the American Telephone and Telegraph Company, working out of Boston.

In the spring he again returned to Vermont and was put to work doing all kinds of jobs, from installing Class F switchboards, repairing switchboard troubles, and building pole lines, to sharpen-

ing pencils for the office force, so he has had experience in about everything in the telephone business.

In 1897 he came to Rutland as combination man, and later was made wire chief of that district. About 1898 he was sent to Boston on the "big break," making the trip with Charles Lawrence, one of Vermont's former foremen, now a successful business man in Greenfield, Mass. Charlie and Joe could tell some great stories of that trip if they would open up, as a good many did at that time.

Mr. Germon's territory covers from Pownal, Vt., to Middlebury line, including the exchanges of Pownal, Bennington, Arlington, Manchester, Rutland, West Rutland, and Brandon.

He has seen Rutland grow from an exchange of 283 subscribers to one of approximately 3,100, and under his jurisdiction there are about 6,700 'phones.

Mr. Germon's chief recreation or hobby is angling for the speckled beauty. It has been said by some who have fished with him that he has been known to have caught fish on bare rocks near the streams that he fishes. Whether this is so or not, it is a fact that he seldom returns without a good string, unless he happens to have Johnny Baker or Division Superintendent Durfee along. On such days they do the heavy fishing, as is evidenced by the string they bring back.

Joe has many friends in the telephone world, and with the public, who wish him many years of usefulness and happiness in the future.

### A Few Notes

**A**LBERT C. SAULT has recently passed the examination for and is now rated as sub-foreman.

Mr. and Mrs. B. W. Reynolds wish, through the TOPICS, to thank their friends and fellow-employees for the beautiful and useful gifts presented to them at the time of their recent marriage.

Indicative of the care necessary in taking orders for installations in exchanges near the Canadian line, is aptly illustrated in a recent case at Burlington, Vt., where the party calling said his name was John P. Shea, and that he wanted to take over the telephone of one John Dubrule. The clerk repeated the name, John P. Shea, and orders were made up to cover the transfer. But it subsequently developed that the applicant belonged to another nationality and spelled his name John Piche, (pronounced John Pshea.)

### Equipment of 1878

**A**T last we have it! Something of interest to telephone people from a small town.

Mr. Henry C. Warren, of Putney, Vt., has had in his possession for a number of years a pair of telephones that were made in the early days — very early, in fact — of the telephone business. These instruments were made in 1878, forty-two years ago.



"HEINIE" NEILL

At that time Mr. Warren was in the nickel-plating business at 77 Travers Street, Boston, Mass. He did considerable work for the Charles Williams, Jr., Manufacturing Company, which concern made these instruments. The Williams Company was then located on Sudbury Street.

These instruments are 11 inches long,  $5\frac{1}{4}$  inches wide,  $5\frac{1}{2}$  inches deep. The bells, binding posts, ringing crank, hook switch and lightning arrester are all mounted on the face of the box. On the bottom of the case is a push-button to bridge the generator while ringing. The receiver and transmitter are one piece, used for both talking and listening.

Mr. Warren also has a pair of acausticons which were used for a number of years before the advent of the telephone. They look like a pair of toy drums, and were connected by a single wire. No batteries were used on the circuit. To call the party wanted a few raps were given on the face of the instrument. Mr. Warren used the acausticons between the general store and his own home here in Putney, and replaced them with the telephones which he brought from Boston in 1879 and which were used for a number of years, until the N. E. T. & T. Co. established service here in town.

(I am sending some snap shots of these instruments and one of Mr. Warren, who celebrated his eighty-fifth birthday on August 25, 1920, also one of Mr. Neill. Photos Nos. 4, 5, 6, 7, 8, and 9.)

Mr. Warren presented the entire outfit, telephones and acausticons, to our agent at Putney, Vt., Mr. Fred E. Neill, better known to a lot of the old-timers as Heinie, who now has them mounted in the C. O. The lettering and dates are perfectly legible, and the whole set is well preserved.

### What Are You Doing?

**O**WING to forgetfulness, with perhaps a drop of laziness, there are not as many items sent to the TOPICS for publication for this issue.

It is the monthly expressed wish that more news should be forwarded, especially by those who have promised to do so many times, but who evidently forget as soon as the words are spoken.

Let us all try and send in one item, — just one, — and see what a lot more news it will make.

Try and forward all items as near the first of the month as possible, otherwise it cannot be published in the next issue of the TOPICS.

### Traffic Department Changes

**S**IBYL B. DAY, operator, Bellows Falls, was transferred to Brattleboro exchange.

Clara M. Pellerin, an employee of the Company since May, 1907, and supervisor at Bennington, Vt., during the past three years, has resigned her position to be married to Edward Fontaine, of Providence, R. I.

Lena V. Smith, operator since July, 1912, two years of the time having served our country at Camp Devens, has removed from Brattleboro, Vt., to Pomona, Calif., where she expects to enter the employ of the telephone company.

Mildred Allen, operator, Newport, Vt., was married to Raymond King, of Franklin, Mass. Miss Allen was given a shower, besides being presented, by the employees of Newport, with an electric toaster.

Robert Brewster, night operator, Manchester, Vt., resigned to enter Burr and Burton Seminary at Manchester.

Adwilda G. Lemnah, supervisor at Montpelier, surprised the entire force by uniting in marriage, on her vacation, with Edwin Fogg, an employee of the Central Vermont Railroad at St. Albans, Vt. Mrs. Fogg was presented, by the employees at Montpelier, with a beautiful electric lamp. She will remain with us during the winter.

Doris E. Ladue, supervisor, at Lyndonville, Vt., was married on October 25, while on her vacation, to Edward Day, an employee of the B. & M. R. R. Co.

Elizabeth Bassett, supervisor at St. Johnsbury, Vt., is enjoying a vacation, which is being spent in New York.

Lillian F. Wells, operator, Montpelier, Vt., has been transferred to Barre.

Miss Hildred Benedict has been appointed chief operator of the Bennington, Vt., exchange, to succeed Miss Hazel T. Crosman, recently married. Miss Benedict is a graduate of the Springfield, Mass., School of Operating, and has had operating and supervisory experience in Burlington and Brattleboro. Previous to entering the telephone service, Miss Benedict served four years teaching in the schools of Vermont, and is a graduate of the Burr and Burton Seminary and the Castleton Normal School.

Mrs. Isabel Brais, operator, White River Junction, has resigned her position to return to school.

Miss Florence Fredette, operator, Rutland, has moved to Rochester, N. Y. with her parents.

### Employees' Float, Bellows Falls Parade

ON Columbus Day, the village of Bellows Falls, Vt., held a street carvinal, in which all the various industries of the village had floats, which were to represent the uses of their various products.

The Telephone employees pressed into service a large truck, which was decorated attractively in the telephone colors, blue and white, with large blue bells made by Messrs. Sharkey and Anderson, placed at intervals around the top and sides of the exhibit.

The exhibit was to represent the old-fashioned exchange with all apparatus used in connection therewith, as compared with the present-day modern apparatus.

For the purpose, an old switchboard, built in 1888 by an old telephone man living at the time in Brattleboro, was used at one end of the truck, with old telephone instruments obtained in Put-

ney from Agent Neill, and which are said to be over forty years old, attached thereto. Operators from the Bellows Falls exchange attired in hoop skirts and old-fashioned bonnets completed the display on the forward part of the truck.

On the rear of the exhibit was a modern P.B.X. board, arranged for the purpose with modern apparatus set up in connection thereto, with the present-day telephone instruments. Three young ladies from the exchange sat in this part of the exhibit attired in blue, but the style of their clothing was very modern indeed.

A large silk banner, made by the operators, was mounted upon the forward part of the truck, with the initials N. E. T. & T. Co. thereon.

The exhibit drew large applause and a great deal of favorable comment from the admiring throngs that witnessed the parade.

The employees of Bellows Falls exchange are to be congratulated for their originality and the work put in on the exhibit.



SOME REAL OLD-TIME EQUIPMENT

Top row, left to right: Acousticons used in 1878; the hand telephone and a transmitter of 1878.  
Center: H. C. Warren, of Putney, Vt., with one of the old-time instruments.  
Bottom row, left to right: Face and side view of the primitive telephone; the interior of the instrument.



WILLIAM J. HURLEY, Associate Editor  
MANCHESTER, N. H.

## First Aid

*EDITOR'S NOTE. This is the first of a series on an intensely interesting and vital subject. Dr. Bullock, a specialist in First Aid work, has consented to write this series. This is the first, the others will appear in subsequent issues.*

BY EDWIN W. BULLOCK, M.D.

**D**URING the past few years it has been my privilege to meet the men of our Company and talk to them about First Aid. The results of these meetings have been very satisfactory, suffering has been lessened in many cases, wounds properly treated, and lives have been saved through this knowledge of First Aid.



EDWIN W. BULLOCK M.D.

A review of any subject is always beneficial to those interested, and it has seemed to me that a few articles on First Aid in TELEPHONE TOPICS would be of interest to many of its readers. First Aid teaches one both what to do until the doctor comes and what not to do, for in many cases serious harm may be done an injured man by a well-mean-

ing but over-zealous person.

In order to render efficient help, one must have a clear, cool head and plenty of grit; he must know at once what to do, and do it regardless of advice from others.

After an accident of any severity, first call a doctor and make arrangements for taking the injured man home or to a hospital for treatment. Be sure and do not leave the telephone until you have given the doctor full information of the place where the accident has happened, so he can get there without delay, and tell him briefly the nature of the accident.

Remember that an injured person needs plenty of fresh air, and unless the weather is very cold you can treat him out of doors with better results than in a house.

If the accident has happened in the thickly settled part of a city or town, it is often necessary

to move the person into a nearby store or house, to avoid the crowd which always gathers, hindering you in your work and, worst of all, cutting off all air from the injured man.

### Fresh Air Helps Materially

Remember that an injured person loses bodily heat very rapidly and never remove more clothing than is absolutely necessary to get at the injury to apply proper treatment. In case it is necessary to remove the coat, be sure to remove the sleeve from the uninjured arm first, then rolling up the coat under the body turn the man on the uninjured side, pull the coat free and carefully draw the sleeve from the injured arm.

In case of an injury to the leg, it is best to cut the trousers sufficiently to get at the wound. This can often be done by cutting up the seam. The best position for an injured man is flat on his back, with the head on a level with the rest of the body.

In the case of some head injuries, the face becomes flushed and red. In this case place a rolled-up coat, blanket or pillow under the head. But in case the face is pale be sure and have the head low, and, if possible, raise the feet and legs.

If you have to deal with a severe wound, it is often best to place a handkerchief over the person's eyes while you are dressing the wound, so that he cannot see the injury. Be sure the clothing is loose about the neck and waist, remove any belt, and in the case of a woman cut the corset in order that the abdominal muscles can have free play. If the person is conscious and able to swallow do not be afraid to let him have plenty of water to drink. Be sure and watch out for signs of nausea, and in case he starts to vomit turn the head to one side and hold the mouth open with your hands so that the matter vomited will run out of the mouth and not remain in the back of the throat, thereby causing him to choke.

### How to Handle "Shock" Victims

After a great many accidents we have to deal with a condition called "shock" or "collapse," due to the effect of the accident on the nervous system,

causing an intense depression, with weakening of the action of the heart and lungs, and sometimes causing death unless promptly treated.

#### First Aid Principals to Apply

A person suffering from shock often becomes unconscious or only partly conscious, the heart beats are rapid and feeble, face pale, lips and finger tips blue, skin cold with drops of perspiration on the forehead and about the eyes. If conscious, he stares straight before him and pays very little attention to what is going on around him. In severe cases of shock move the man as soon as possible into a nearby house and put him to bed after removing the outer clothing. Place him flat on the back, no pillow under the head, and if possible, raise the foot of the bed so that the feet are higher than the head. Cover him warmly and apply heat to the body, hot bricks, hot-water bottles, hot flat-irons, applied to the sides of the chest, over the bowels, to the inside of the thighs and to the feet. Open every window in the room to give him all the air possible.

#### Hot Black Coffee Helpful

When the man regains consciousness and is able to swallow, give him stimulants by the mouth, but be sure that he understands what he is doing or he may choke. The best stimulant is the aromatic spirits of ammonia — thirty (30) drops in a tablespoonful of water — repeated, if necessary in ten to fifteen minutes. This can be given in either hot or cold water. It acts more quickly if given in hot water, but is apt to cause vomiting. Hot, black coffee in tablespoonful doses is also a valuable stimulant. I do not recommend the use of alcohol in any form in these cases. It often causes a further depression of the heart and has caused death. In severe cases of shock, where the man is unconscious, a rectal injection of six ounces of hot coffee (about 105° F.) or, better still, a pint of hot water at the same temperature, to which has been added one teaspoonful of table salt, can be used with great benefit. As the man recovers from the shock, the color gradually comes back to the face and the heart's action becomes stronger. In many cases where the shock is due to a wound, the application of the dressing to the wound and the control of bleeding will cause the man to rally from the shock. A word of caution regarding the use of hot applications when the man is unconscious.

#### A Word of Caution

Be sure and test them carefully and make sure they are not so hot that they will blister or burn the skin when applied. Remember that plenty of fresh air and heat to the body are the best remedies in the treatment of shock.

Copy for TELEPHONE TOPICS should be in the office of the Associate Editor before the 5th of the month.

#### Do You Know

**W**ILLIAM H. GRANDMONT, chief clerk of the Division Plant accounting office, was first employed at Manchester, N. H., October, 1905, as a clerk under James McDonald, now district plant chief in the State of Maine Division?



WILLIAM H. GRANDMONT

"Bill," as he is commonly called, has the distinction of being the first plant accounting clerk in New Hampshire, also one of the first stock clerks. During this period W. R. Westcott and R. M. Mandell, now with the A. T. & T. Co. of New York, served at different periods as managers of the Manchester district. "Bill" retained his position as clerk until August, 1907, when he resigned to accept a position with the Manchester

Street Railway, with which company he remained until January, 1910, when he was reemployed as a lineman in the Manchester district. September 1910, Mr. Grandmont became identified with the grocery business, resigning his position with the Telephone Company.

On June 1, 1912, "Bill" was again reengaged as a lineman, which position he held until May 1, 1913, when he became clerk for "Joe" MacIntyre, at Manchester, N. H.

On September 14, 1914, Mr. Grandmont was promoted to the position of division foreman's clerk, in which capacity he remained until November 17, 1919, when he assumed his present position.

#### Joins Benedict Class

**E**DWARD J. CONNOLLY, substation installer in the Dover district, was married, October 26, to Miss Annie M. Driscoll, at St. Mary's Church, Rev. John J. Bradley, P.R., officiating. The church was filled with friends and relatives of the couple, including many from other cities.

The bride's sister, Agnes N. Driscoll, was bridesmaid. John W. Lawless was best man. Following the ceremony a reception was held in the bride's home, which was attended by about one hundred guests.

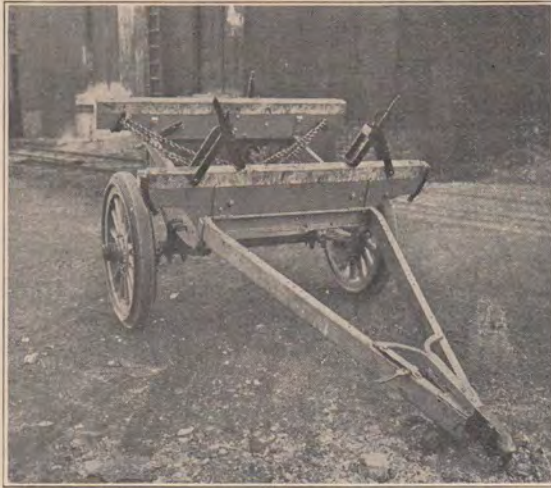
After an extended wedding trip, Mr. and Mrs. Connolly returned to Dover and established their residence at 48 Atkinson Street.

Start the New Year right. Preach and practice Thrift.

### New Type of Pole Trailer

A NEW type of pole trailer designed by George B. Robertson, of the firm of Robertson & Bennett, garage owners in Keene, N. H. was demonstrated at Troy, N. H., October 20, before many officials of our Company.

The trailer, weighing in the vicinity of nine hundred pounds, is strongly built, with two wheels



TRAILER WITH STAKES UP

equipped with solid rubber tires and a quick hitching device and reach to attach it the right distance behind the truck. The trailer also has a holster with iron side arms or stakes that swing up with a lever after poles are loaded upon it, and locked in place automatically with a ratchet. Another chain and ratchet binder is provided, so that a load of poles is quickly and firmly secured both upon the truck and the trailer.

On the truck can be mounted a swinging strut or bolster, with side stakes or arms on which to load the poles, and locking levers to securely bind

the pole on truck. This is also equipped with a ratched binder.

The idea of a new trailer first originated with Division Foreman James Campbell, who sought to secure a trailer larger than our present pole dinghey and smaller than our present heavy trailer, suitable to haul eight poles on an average.

During the trial the trailer carried five 35 by 8 chestnut poles, weighing approximately three and one-half tons. The trailer is capable of hauling either five or six thirty-five foot, seven or eight thirty-foot or eleven or twelve twenty-five foot chestnut poles.



TRAILER WITH STAKES DOWN

The carrying capacity of the trailer can be increased by using larger and stronger springs.

The wheels are equipped with Timpkin bearings, which greatly add to the smooth running of the trailer.

Recently, a further test was held, when one hundred poles were hauled and distributed on toll section 123, between Winchendon and Keene, the trailer carrying an average of eight poles.



THE NEW POLE TRAILER LOADED

Those present at the demonstrations were loud in their praises of the new trailer, much favorable comment being expressed.

Among those present were: Division Foreman James Campbell and Division Supervisor of Motor Vehicles Archie M. McCaffrey, of New Hampshire Division; Foreman George F. Parker, of Vermont; District Plant Chief A. G. MacCaullay, of Springfield, Mass.; District Foreman L. B. Gillis, also of Springfield; Wire Chief George E. Wright, Manager Frank Feather, and Foreman McPhie, — all of Keene, N. H.

### Praised by the Press

THE following article appeared in a recent issue of the *Daily Mirror and American*, a Manchester publication, in appreciation of excellent service rendered during election returns:

"Manager Weston certainly deserves the appreciation of the people of Manchester for the splendid telephone service which the Company gave during election returns.

"Many additional 'phones were installed throughout the city and a large addition to the Company's force of employees was made, thus making it possible to render exceptionally prompt service."

### Miss Thompson a Bride

MISS HELEN M. THOMPSON, employed for the past two years in the office of Wire Chief Hayden, at Claremont, N. H., was married, October 11, to Ernest O. Russell, formerly employed by our Company at Keene and Claremont as contract agent and collector. The ceremony was held at the home of the bride's mother, Mrs. Dura J. Thompson, Middle Street, Claremont, N. H., the Rev. A. L. Smith officiating. [Only the immediate relatives were present.

Immediately after the ceremony the couple left on a honeymoon trip to Springfield, Mass., New York City, Philadelphia and Reading, Pa.

### New Hampshire News

A CONFERENCE on plant maintenance was recently held at Manchester, N. H., Division Superintendent of Plant Ralph C. Marden presiding. Managers, chief operators, and foremen from Concord, Dover, Manchester, and Keene were present.

Howard G. Wheeler, division superintendent of traffic, reports a very successful hunting trip spent in Maine during his annual vacation.

"You can fool some of the people all of the time, and all of the people some of the time, but you can't fool all of the people all of the time"; these, the immortal words of Abraham Lincoln, can be directly applied to Bill Palmer who, although a lifelong supporter of the Democratic party, reversed his betting in the last election and, to use the slang expression, "cleaned up."

Doris E. Corey has been employed as a clerk in

the Division Traffic office, October 6, 1920, to fill the vacancy caused by the resignation of Mrs. W. Pearl Shedd.

Dorothy O'Brien, junior supervisor at Milton, N. H., was married October 11, 1920, to Mr. Perley Littlefield.

Lillian E. Fernald, Rochester, promoted from junior supervisor to supervisor.

Margaret E. McCarthy, Manchester, promoted from toll operator to junior supervisor.

Vera Titus, temporarily assigned to Portsmouth during the summer months, has returned to work at Manchester.

Ruth Copeland's marriage to Harland Prescott was recently announced as having taken place last April. Mrs. Prescott was employed as a local operator at the Manchester exchange.

Amelia Minor, a local operator at the Manchester exchange, has been transferred to San Francisco, Calif.

Work has been started on the rebuilding of Toll Section 110, at Enfield and Canaan, by Foreman McInnis and crew.

Foreman Bosse and crew have started work on a new line on Packers Falls Road, Newmarket, N. H.

Many of the coworkers of Henry B. McKeon are curious to know if Henry is satisfied with the result of Cox's outcome in Ohio.

Horace Roby, service supervisor, has become quite proficient in the use of the trombone, which he plays as a member of the band connected with the Manchester Fire Department.

Miss Ruth Doherty and Emma Flanders, both employed in the office of the division commercial superintendent, are at ease now, seeing that the election is over.

"Tom" McCabe, senior clerk in the Plant Accounting office, has become such a rabid football enthusiast that he is seriously contemplating installing a special A. P. wire to get the results of the big football games.

In honor of her first anniversary as a telephone employee, Miss Bernice M. Dow, employed as messenger with Manchester district, received a box of candy from her office associates as a token of the high esteem in which she is held.

Miss Tessie Burke, employed in the Revenue Accounting office, is very much impressed with her recent trip through New York State and Canada.

A familiar saying in the Revenue Accounting office: "Darn it."

Frank Quimby, repairman at Northwood, recently described the cause of a loop cross as somebody having shot the bottles off the poles, meaning of course, the insulators.

Toll Testman Henderson at Concord is jubilant over the birth of a daughter weighing eight pounds.

Nicholas E. Smith passed examination for rating as substation repairman, first class.

Duncan J. Campbell, formerly employed in the Manchester district, has been reemployed after an absence of four years.



ROBERT A. CROWN, *Associate Editor*  
50 OLIVER STREET, BOSTON, MASS.

### New Junior-Supervisors Appointed

ON November 8, 1920, Miss Josephine Pollard, of the North Suburban District, was promoted from combination clerk to junior supervisor of tolls and measured service in that same department.



MISS JOSEPHINE POLLARD

Suburban District, was promoted on October 8, 1920, to junior supervisor of measured service and tolls in the 1st Central District.

Miss Reynolds is well fitted for her new position, starting to work for the Company on March 16, 1910, as clerk in the 2d Suburban District; and when the combination clerk's position was first created, she was, in September, 1917, the first in that department to be assigned to the books.

A handsome string of pearls was presented her, along with best wishes.

Miss Muriel Anderson has the deepest sympathy of all her friends in the 2d Central District, for the loss of her mother.

Miss Pollard was first employed by the Company on April 12, 1912, as a measured service clerk. On August 19, 1918, she was promoted to combination clerk in the 1st Central District; later in July, 1919, she was transferred to the suburban district in charge of the late A. F. Davol.

Miss Pollard has always made good in her work, and her many friends and associates wish her success in her new position.

Miss Mary Reynolds, formerly of the North



MISS MARY REYNOLDS

### Treasury Force Visit Mrs. Clifford

ON October 26 the *unmarried* members of the Treasurer's office were the guests of Mrs. Thomas A. Clifford, their former cashier, Miss Sarah M. O'Toole, at dinner and to spend the evening. They found the house very prettily decorated in Hallowe'en colors, with witches, pumpkins, etc.; but, as one of the members disliked animals, the Hallowe'en cat was kept out of sight. The dinner was more than delicious and plentiful. Several of the guests expressed their wish not to see anything to eat for at least one week. This speaks more than well for the cook.

In the evening they were entertained most enjoyably by Mr. George L. Ruffin who sang and played for them. After Mr. Ruffin had sung everything he could remember, — in other words, was sung out, — the other folks gathered around the piano and tried to rouse the neighborhood by their vocal attempts. Needless to say, they enjoyed themselves. In fact, they were very much surprised to find time had simply flown, and 11.15 P.M. had arrived quite unknown to them. They were all sorry to leave such a good time, but they were very conscientious and realized that they were due at 50 Oliver Street the next morning at 8.30 A.M. Certainly Mrs. Clifford is a charming hostess and Mr. Clifford a charming host, as all the unmarried members of the Treasurer's office will agree.

### Tough Luck

EDDIE COVELLE, supervisor of the North Suburban District, spent his vacation as usual at Pleasant Lake, Cape Cod, at "aquatic" pleasure. Owing to the warm weather he only got two black ducks and two coot. One of them was sent to the office to show his skill as a hunter. Eddie says that he saw a flock of fifteen black ducks, and could have easily brought down nine, but his pal attracted his attention and he forgot to shoot.

### Makes Vacation a Honeymoon

THE friends of Miss Amber Frazier, in the 2d Central District, were surprised to receive announcements of her marriage on October 2, while on her vacation, to Mr. Arthur Woodworth.

After a trip through the White Mountains, Mrs. Woodworth returned to work to find her desk prettily decorated with streamers and autumn leaves. She was the recipient of a silver steak set from her office associates.

### Some Job by Treasurer's Department

**A**BOUT 7,800 dividend checks have to be written each quarter after the directors of the Company take action declaring a dividend. Of course they have to be prepared with very great care, because they must be exact when they are mailed to stockholders.

Usually there are only about ten days between the time that a dividend is declared and the time when the checks must be mailed to stockholders, and it is the custom in the Treasurer's Department to do all the advance work in preparing these checks that is possible.

On September 21 the directors of the Company declared a dividend at the rate of \$2 per share, which was a change from the rate of \$1.75 per share that had been declared for some years. The change in rate required very quick action on the part of the Treasurer's Department, because not only was it necessary to have new dividend checks printed, but such work as had already been done when the directors took action had to be done over.

The action of the directors was on Tuesday, and so quickly did the Company's printer work that the first installment of the new checks were in possession of the Treasurer's Department on Wednesday afternoon. Not only did the entire office force work at high speed days and evenings, but it had to call in the assistance of a number of stenographers from the Auditing Department. Working at top speed the dividend checks were written by Thursday, after which the amounts had to be proved, the checks had to be signed and placed in the envelopes for mailing.



MR. WESTON TRAVELING IN HIGH

One of the feats of this piece of work was that of the Assistant Treasurer, Mr. Weston, who signed six thousand dividend checks in one day. The wonder is that he has not been laid up ever since by writer's cramp.

Everything went well, however, and the checks, at the new rate, were ready for mailing and were mailed at the usual time, on the day before the last day of the month.

### Some More "Bill" Harte News

**A**FTER a three months' leave of absence, William A. Harte, chief clerk in 2d Central, returned to America with a bride. To show

that the best of wishes existed towards him, after the unexpected news reached the office, and the members had recovered their breath, his desk was appropriately decorated and an electric lamp was presented to him. It is needless to say that he was as much overcome with this token of good will as the young ladies of 2d Central District.

### Aha! We Found Out

**T**HE 2d Central District has been as full of surprises this month as the penny grab-bags we used to purchase at the corner store. On top of two unexpected weddings, we read in the daily papers, on November 4, of the intended marriage of Miss Carol Peterson to Mr. Malcolm Bowman of Hyde Park. Although Miss Peterson's name in the papers was camouflaged to Putnam it didn't pass unnoticed. Yes, Carol, it is inconvenient at times to have a future sister-in-law.

### Does He "Feed the Kitty"?

**P**OSED especially for TELEPHONE TOPICS. Who is it? Why, brother, listen! you don't mean to tell me you don't know him?



L. B. Stowe and Kitty! Yes, sir; that genial, smiling gentleman holding kitty is our good friend Stowe, of Commercial Engineer Davis's staff.

The question in our mind is this: Who looks the most pleased at the idea of being photographed, Kitty or Mr. Stowe?

However, we have them both, and from what we gather from Mr. Stowe's office associates kitty is some baby.

Seriously, though, Mr. Stowe is just the kind of a feller that you would take to be a lover of animals, and kind to them.

On the other hand, Mrs. Stowe says "L. B." always feeds the kitty. More ways than one of doing that, say we.

### Elected Director of T. W. C. S.

**A**T a recent meeting of the Board of Directors of the Telephone Worker's Coöperative Society, Miss Helen B. Shannon of the Central District was elected a director.

## SUB-LICENSE AND CONNECTING COMPANIES

JOSEPH R. WYCKOFF, *Associate Editor*  
50 OLIVER STREET, BOSTON, MASS.

### Telephone Man Elected Lieutenant-Governor of Vermont

MR. ABRAM W. FOOTE, organizer and owner of the Cornwall and Rutland County Telephone Companies, a man possessing a keen business mind and a bluff, open-hearted personality, has been elected lieutenant-governor of Vermont.

In view of Mr. Foote's long-standing loyal friendship to the New England Telephone and Telegraph Company, a brief résumé of what he has accomplished may be of interest to the rest of the brotherhood.

Mr. Foote was born in Cornwall, Vt., October 24, 1862, and in this town he has spent most of his life.

In 1883 he married Kate Dodge Nichols, of Bridport, a woman of estimable characteristics and a wise counselor in all his undertakings.

Mr. Foote has held nearly all the town offices, including justice of the peace for twenty-seven years. He represented the town in the state legislature in 1900, and again in 1915, the only citizen thus honored in the last fifty years; also assistant judge of Addison County Court from 1902 to 1906.

Mr. Foote organized the Cornwall Telephone Company in 1899, starting with only seven subscribers, which number has increased rapidly until now the subscribers of that company number about 360.

In 1903 he mapped out and built the main lines of the Rutland County Telephone and Telegraph Company. At that time there were seven telephones in Wallingford, three long-distance telephones in Danby, one in Pawlet, and two in Middletown Springs. These, with the Carpenter & Grover lines, made less than forty in all. Today the company has about five hundred stations.

As a member of the Legislature of 1915, he was elected secretary of the farmers' club and chairman of the Addison County Organization, a member of the committee on appropriations, and as chairman of the committee on agriculture was influential in passing bills to enlarge the work of the commission of agriculture, including the establishment of a market agent and the passage of the standard apple package law. Judge Foote's special work was the passage of the coöperative fire insurance law.

He was senator from Addison County from 1917 to 1919, and was elected floor member of the

committee charged with naming the senate committees, and served on the judiciary committee and committee on revision of the statutes.

During the war, Senator Foote served on the committee of public safety, in the district of Middlebury, and food administrator for Cornwall; he also had charge of the several Liberty Loan drives.

In 1918 he was appointed Federal Land Bank appraiser for Vermont, and in that capacity for the last two years has assisted many, including a number of ex-service men, to secure a home of their own.

The senator met with but little opposition in his campaign for lieutenant-governor, due to his reputation all over the state for his sound commonsense, and fairness, and honesty in his business dealings. We trust that this office is merely a stepping-stone for higher honors in future years.

### Aroostook Notes

THE Aroostook Telephone and Telegraph Company, in anticipation of increased business for the winter season of 1920-21, has made, during the past two months, the following additions to its plant:

Direct copper toll line, Houlton to Caribou.

Direct phantom, Houlton to Presque Isle.

Direct phantom, Houlton to Fort Fairfield.

Additional section for relay board at Houlton, providing for one hundred additional circuits.

Section magneto, 3-position, at Ft. Fairfield, providing for eighty additional circuits.

The proposed underground conduit at Fort Fairfield has not been completed owing to unavoidable delay in obtaining duct, etc., but will be completed early in 1921, with aerial underground cable replacing the present construction of overhead wires and cable.

Mr. C. L. Dill, manager at Houlton, who has not lost a day for sixteen years, has been obliged to give up work on account of his health, and will probably require a month or more to recuperate.

A good piece of work was done in June by Cableman Harvard Card, assisted by Charles A. Stitham, local combination man, at Mars Hill, when the building occupied as central office at Mars Hill was moved to a new location some four rods. Connections were made from the terminals on central office pole, and carried to the distributing frame with flexible cable, so that during the moving of the building not a connection was missed.

### Mr. Thompson at Grange Meeting

THE annual meeting of the National Grange of the Patrons of Husbandry was held in Boston commencing November 10. Mr. W. J. Thompson, proprietor of the China Telephone Company, South China, Me., was a prominent figure in this convention.

Mr. Thompson is the master of the Maine State Grange, and a member of the executive committee of the national body.

The Grange, in the special matters of public advancement in which it is interested, has always shown a fine conception of what is for the best interests and sure progression of all the people. Mr. Thompson, well adapted temperamentally and intellectually for furthering the progressive standards of the society, travels all over the country in its interests.

### Central New Hampshire Telephone Conference

AN affair unique in the history of the local telephone company took place on October 11, in the vestry of the Unitarian church, Laconia, N. H., when the officers, directors, and employees of the Central New Hampshire Telephone Company were gathered together in a round-table conference throughout the day, with the idea of obtaining in this representative manner a keener insight into the needs of the company and also the best methods to be utilized in bringing the service to as high a state of efficiency as possible.

The meeting was called to order shortly after ten o'clock by General Manager H. T. Turner, who, after a few preliminary remarks, introduced the president of the company, Mr. Fred W. Story, as the presiding officer of the day.

Mr. Story touched briefly on the history of the company in its first year of existence, the loyalty and faithfulness of the telephone employees who, with added responsibilities and duties due to the unification of the two companies, kept the service up to the standard without causing any great inconvenience or confusion to the subscribers.

Addresses were made by Mr. Alfred C. Wyatt and Mr. Frank P. Tilton, directors of the company, followed by a talk on "The Point of View of the Office Force," by Mr. Henry T. Turner, general manager of the company. Mr. George F. Hagerman, engineer of the Sub-License Department, and Mr. H. G. Wheeler, superintendent for New Hampshire, gave interesting talks along plant and traffic lines. Mr. O. E. Duerr, secretary of the Chamber of Commerce, ended a very helpful and instructive meeting with some interesting remarks on telephone matters from the standpoint of the public.

A luncheon was served by the company, which was enjoyed by the sixty or more persons present, and was followed by conferences of the Traffic Department, in charge of Traffic Superintendent

H. G. Wheeler and Service Supervisor H. E. Roby, and of the Plant Department in charge of Mr. Hagerman. The Board of Directors also held their meeting at the same time in another part of the building.

The *Laconia Democrat*, in its review of the conference, said in brief:

"The value of such a get-together from the public point of view can scarcely be emphasized too greatly, for when employees and employers shake hands together, rub elbows with one another, and eat together, they are pretty certain to discover that each has a human heart; that all are human beings. And with this better understanding of one another, of what each expects of the other, the public is bound to receive a better service. It is confidently expected that these gatherings for the purpose of improving conditions of our telephone service will result favorably, and it is hoped that they will be continued from time to time in the future."

### Coos Notes

MARGARET A. HOOKER, of Colebrook, N. H., has resigned to become a bride after eleven years and six months of faithful service.

Susie M. Baker, chief operator at Lancaster, N. H., is away on a leave of absence for one month.

George E. Long, commercial manager at Lancaster, N. H., office, was swept into office on the Republican tidal wave, and will be busy at Concord as a representative in the next session of the state legislature.

W. A. Lewis, general manager at Lancaster, was elected one of the Lancaster, N. H., supervisors for a third time.

### Ambiguous

"DO Englishmen understand American slang?"  
 "Some of them do. Why?"  
 "My daughter is to be married in London, and the Earl has cabled me to come across."  
 "Well?"  
 "Does he want me or my wad?"

### Scandal Gallops Withal

SIR: Scandal travels fast. In St. Joseph, Mo., the hull town got het up because some one reported that a young doctor, a plain dresser, and known never to look at wimmen, had been walking with a girl. Some one else said her name was Grace Patts. Finally it all came out. He'd been seen with gray spats. Reminding me of the girl who ditched her sweetheart when she learned he was going to New York with Allis-Chalmers.

— W. S.

"Life is like a mirror; look into it with a smile, and a smile will be immediately returned."

— Thackeray.

# PROVIDENCE TELEPHONE COMPANY SECTION

DONALD COWELL, *Associate Editor*  
PROVIDENCE, R. I.

## President Jones Talks to Telephone Society

**A**LTHOUGH the Telephone Society meeting was held on Armistice night, the date of the Legion dance, and various other social attractions, the announcement that President Jones was to speak drew a good crowd.

Following an exceptionally good program of orchestral selections, recitations, songs, and monologues, Mr. Jones gave an interesting lecture on the tremendous advantages of the relations between companies of the Bell System and the American Telephone and Telegraph Company. He illustrated forcibly how existing arrangements in those relations save huge sums annually for the Bell companies and therefore materially reduce for the subscriber the cost of telephone service.

In connection with the talk and as illustration of points he made, Mr. Jones exhibited several forms of very early telephone equipment.

The important fact to be drawn from the speech was the fallacy of believing, as some do, that our relation and the relations of other Bell companies with the American Telephone and Telegraph Company constitutes a "wheels-within-wheels" arrangement for the purpose of exploitation.

In concluding, Mr. Jones expressed a wish that telephone employees explain the facts to persons who may entertain that or similar ideas: show them that without those relations now, and in the past, telephone service would not be so universal, so practical, or so low in cost; and that to the same cause may be attributed the fact that, of all telephone systems, the Bell leads in progress and perfection.

After the meeting the customary buffet luncheon was served, and the wonder of it all is that there can be any eligible employee not a member of so live an organization.

## Mr. Hall Seriously Injured

**W**HILE working on a pole in Central Falls on October 25, Frank Hall, formerly of the Commercial Department, but recently transferred to the Construction Department, lost his balance and fell to the ground, sustaining serious injuries. He was removed to Memorial Hospital, Pawtucket, where he was pronounced in a critical condition.

Later developments, however, showed that he had suffered only a minor fracture of the skull, and his recovery is fortunately only a matter of proper care and rest.

## New Directory Advertising Manager

**E**FFECTIVE November 8. Mr. Stanley H. White will be directory advertising manager of the Providence Telephone Company; thus read a memorandum which was circulated through the customary channels. The many friends of Mr. White were glad to receive the news which was not so surprising, if one considered the good work he has been doing along advertising lines for the past year or so.



STANLEY H. WHITE

Mr. White has been one of the telephone family for more than six years. He was formerly commercial manager at Warren, but was transferred in 1917 to the Providence commercial office where he has since been gradually assuming more and more of the

duties which are now officially his.

The right man for the right job is one of the reasons for the success of the telephone business, and every one feels that "Stan's" appointment is another instance of "selective service."

## Promotions for October

**N**EWPORT—Grace Arnold, from operator to junior supervisor; Loretta Keiley, from junior supervisor to supervisor; Eva Martin, from operator to junior supervisor.

West—Mary J. Quinn, from junior supervisor to local supervisor; Mary McElroy, from operator to junior supervisor; Theresa Healy, from operator to junior supervisor.

Attleboro—Esther MacDonald, from junior supervisor to supervisor.

Pawtucket—Mayetta Kelley, from senior operator to junior supervisor; Marion Barry, from junior supervisor to night supervisor; Mary Quinn, from senior operator to junior supervisor; Mary Walsh, from "A" operator to information operator.

Union—Annie Thornton, from night operator to night supervisor; Margaret N. King, from supervisor to assistant chief operator.



# District and Department NOTES



**A** TEA in honor of Miss Nellie King, whose marriage to Mr. James Walsh occurred October 23, was given at Laura Carr's, by the West operators. Among those present were several girls with whom Mrs. Walsh used to work, but who are now married. The affair was very delightful, and the bride-elect was the recipient of many beautiful gifts.

A jolly Hallowe'en party was held at the Ochee-Spring Bungalow on Saturday evening, by the West operators. There were Scotch lassies, gypsies, spirits, clowns, a weird skeleton, and even the gold dust twins were present. Miss Marion Casey as Sis Hopkins, and Miss Peggy Buckley as a Knight of the Road, contributed a great deal to the fun with their ridiculous makeups. A solo by Miss Mary Smith and a specialty act by Messrs. Joseph McCruder and Thomas Farley, accompanied by Miss Ruth Ryan, was greatly appreciated by the merrymakers. During the games and dancing that followed refreshments were served.

A vote of thanks was given to the very capable committees for their interest and hard work. Entertainment Committee, Misses Mary McNeil, Helena Gill; Refreshments, Misses Florence Coffey, Anna Mackey; Decorating, Misses Irene McCaughey and Mary Goudie.

Miss Adeline M. Guebeck and Mrs. Minnie S. B. Brown, of the Narragansett Pier commercial office, have returned from their vacations.

Miss Daisy M. Briggs, chief operator at Narragansett Pier, is back from her vacation, and Miss Florence M. Sweet has returned after a two weeks' leave of absence. "Sugar's" return relieved a burden of gloom.

Miss Teresa Carsan, of Union, was married to Mr. Peter Osterman, October 10, and Miss Agnes Carmel became Mrs. James Eagan on the 6th of the same month.

A reception and shower was tendered Miss Irene Flynn, one of the Union supervisors, at Ochee Spring, on October 9. It was a masquerade, and prizes were won by Miss Margaret McNanley, Miss MacDarby, and Emma Boystrom.

North Attleboro Traffic has been receiving its share of notes complimenting the operators on their courtesy and service.

Pawtucket exchange, being blessed with two excellent "soap-box" politicians, enjoyed several political rallies previous to the election.

Miss Betty Lennon, a former Pawtucket supervisor, was an October bride, and is now living in New York City. Best wishes to Mr. and Mrs. Peter Trafford.

The Misses Mildred Fullerton and Cora Whitford were hostesses at a very successful Hallowe'en party.

"Happy" Hunt, after working nearly two years in the Attleboros, has returned to his native land, — Woonsocket. We will miss him, but are consoled by the thought that he will not have to make the "5.15" every morning. "Happy" was presented with a box of stogies by the bunch, when he departed.

Mr. H. S. Robinson, Mr. C. M. Wilson, and Dr. Wing were visitors at the Jamestown office recently.

The summer residents of Jamestown were very complimentary about the service rendered them by that exchange. Many of the ladies called in person to express their thanks, and a letter or two remain as visible evidence that the Jamestown exchange is pleasing the public.

Miss Mary Goggin and Mrs. M. C. Curran have returned to duty. Miss Anna Brown substituted during Miss Curran's absence.

C. A. Matteson has recently purchased a 20-ft. power dory, and is offering a prize for a suitable name for the same. Submit your suggestions to him at 234 Washington Street.

Bert Clark, of the Plant accounting office, recently was instrumental in saving the life of a fellow-citizen of East Greenwich. He volunteered to submit to an operation whereby a quantity of his blood was transfused to the sufferer. The operation was very successful, and almost immediately afterward the patient began to improve and is now on the road to recovery.

Miss Hope Gerstenlauer has recently been transferred to the Plant engineering department.

E. C. Hughes and J. I. Provan recently motored to the "Maine Woods," and report the big game is as plentiful as ever.

The following men have recently qualified for advanced ratings before the Examining Board: Robert Hartley, head lineman; David Houston, head lineman; Jas. J. Harrigan, Construction Department, head lineman; G. W. Gumley, Union, Class B testman; F. J. Duffy, Union, Class B testman; R. T. Waterman, Pawtucket, Class B, C. O. repairman; A. M. Eklund, Union, Class A substation repairman; Wm. Ide, Woonsocket, Class B, C. O. repairman; F. Winfield Fiske, Union, Class A testman; L. C. Burr, Union, Class C, C. O. repairman; James S. Brown, Warwick Neck, combination man.

The Credit Union is growing. Are you a member yet?

## Pawtucket Has New Information Board

A NEW, four-position information desk has been installed in the Pawtucket office. This board was cut into service on October 22, 1920. It has four positions, but only two are being used at the present time. Previously the information work was handled on the two-end positions of the "A" board. The installation of the new information board now releases these positions for "A" work, a much-needed arrangement.

This board is a different type than anything we have ever had in the Providence Telephone Company, although the same kind of board has been used to some extent throughout the New England Company. On all information boards ever operated in the Providence Company it has been necessary for the multiple marking operator to flash back or recall the "A" operator before connecting a subscriber with a corrected number. Under the present system the new board permits the multiple marking operator to pass the corrected number directly to the "A" or "B" operator without flashing any signals. The head set of each "A" or "B" operator is connected to the information desk on special jacks, and when the multiple marking operator desires to pass the number back to the "A" or "B" operator the multiple marking operator simply plugs into the jack which terminates in the head set of that operator who is answering the call. This arrangement permits speedier service, as the multiple marking operator is not wasting any time on flashing in the "A" or "B" operator. An operator now can handle more calls than was possible on the old board.

The information operators are very much pleased with the board and its convenience.

An average of two thousand information calls is handled each day by the information operators, two hundred of which are answered during the busy hour. The busy hours usually occur during 9 to 10 A.M. and 7 to 8 P.M.

## Revenue Accounting Department to the Front

### Ladies' Bowling Tournament Began Its Season October 25, 1920

GREAT interest is centered at the Majestic Bowling Alley on Mondays, when the girls of the Revenue Accounting Department vie with each other for honors in their bowling tournament.

There are six teams represented, and a whole lot of enthusiasm prevails. Team No. 1 — which is made up of the following: Misses Rasmussen, Mack, Davis, Wells, and Hall — is running a race with Team No. 5 — made up of Misses Miller, Hughes, Deary, A. Wright, and F. Wright — for first place, having won six and lost none.

Individual honors, the first game, went to Miss

Hall who rolled up a single of 90 and a three-string total of 237.

In the second game the honors were divided, Miss Adamson, of Team No. 2, grabbing high single with 101, and Miss Rasmussen, of Team No. 1, cinching the total with 252.

*Good work, girls! Keep it up!* Congratulations to Team 1.

### TEAM STANDING

Team Number	Won	Lost	Pin Total
1	6	0	2,096
5	6	0	1,884
4	4	2	1,945
2	2	4	1,938
6	0	6	1,784
3	0	6	1,708

## Leon A. Tabbutt Dead

MR. LEON ANDREW TABBUTT, manager at Block Island, died October 25 as the result of a gunshot wound inflicted by a neighbor with whom litigation had been carried on regarding property to which the courts had es-

tablished Mr. Tabbutt's rights, but the neighbor persisted in his enmity. While working on a telephone pole near his home, Mr. Tabbutt was approached by his assailant and shot in the leg. He was removed to the Newport Hospital, where every surgical effort was made to save his life.



LEON A. TABBUTT

His death came as a great shock to all who knew him. He was widely respected in his community, and his genial, kindly disposition won him a host of friends. Those of his fellow telephone workers who could be spared attended the ceremony, and it is a fitting testimonial of the esteem in which he was held, that a great many of his neighbors crossed to Newport in a heavy, southwest storm to be present at the funeral, which was held at St. George's Episcopal Church. The Masonic Committal Service was conducted by his lodge.

Mr. Tabbutt entered the employ of the Providence Telephone Company in February, 1902, and with the exception of two years (July, 1907, to July, 1909) with the American Telephone and Telegraph Company, his services were continuous with this Company over a period of more than eighteen years.

Those who knew Mr. Tabbutt personally felt the loss keenly and realize that a man so widely known and so generally liked leaves a vacancy difficult to fill.

## The Spirit of Christmas

By MISS MARION LEIGH

PERHAPS there is no one day in all the year which has a greater significance for the world than Christmas Day. Its message of universal Peace and Love has a never-failing appeal to the hearts of all men. The gracious influence of the Child of Bethlehem has never lost its power to awake at His Birthday season a spirit of generosity and kindness, a sort of fellow-feeling of man for man, while over all the gaiety, the holiday moods of men, women and children, the exchanging of gifts and the bright festivals, broods the sweet spirit of Good-Will and Love.

Christmas is a time when all grudges, all malice, and misunderstandings should be laid aside as unworthy to exist in men's hearts. We should sweep clean the rooms of our House of Life, that the Christ-Child may find abundant entrance at His coming. Only generous acts, kind words, and happy thoughts have a place in the Christmas season. Let us stand apart from all smallness and meanness and pettiness of thought and action, remembering the largeness of the Gift to humanity, so many years ago. Let us be glad and fill the hours with laughter and fun, but let us not forget the Giver of all Gifts.

In all the power of all the world's resources there is none so mighty as the spiritual forces of Love and Good-Will. Sad and in need of cheering, wounded and in need of healing, perplexed and seeking leadership, the world calls this year for a true demonstration of the Christmas spirit.

Can we not meet the need just a little better than we have before? Can we not be glad and spread gladness abroad; can we not be kind and scatter deeds of kindness freely? It costs so little and it pays so well. Let us be generous, remembering those less fortunate than ourselves; let us be big enough to forgive and forget if we have aught against our neighbors.

More than nineteen hundred years ago the first heralds of the Brotherhood of man sang their carols of joy, and the world is still far from the condition which the Child came to bring to earth. Can we not this year lift the level of our thoughts and actions a little nearer His ideal of "peace on earth, good-will to men"?

When the chimes ring out on the clear, frosty air, pause and think of Him whose day it is, and then enter into the joys of Christmas with a new vision of the meaning of the spirit of that glad day.

GREENVILLE NEWS—



THE ABOVE CARTOON IS THE WORK OF W. E. DESILETS, ONE OF OUR MESSENGER BOYS

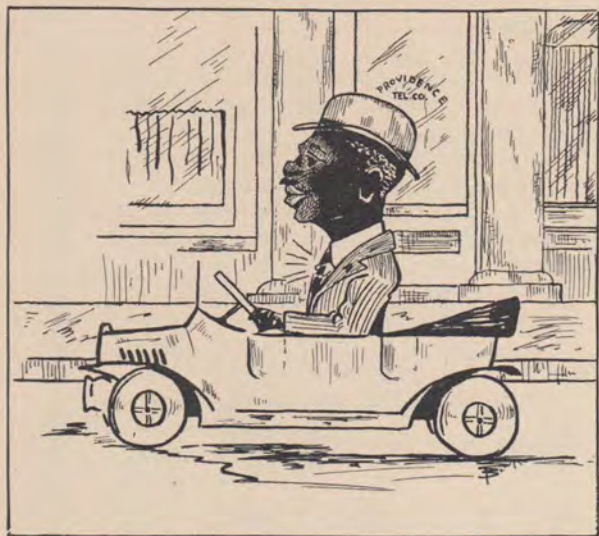
For a fourteen-year-old, his ability to draw is only exceeded by his enthusiasm for and signal willingness to support TOPICS.

## The Telephone

I AM a telephone. When I am not broke I am in the hands of a receiver. I have a mouth-piece, but unlike women, I never use it. Fellows use me to make dates with girls, and girls use me to break said dates. Husbands call up their wives over me, and wives call their husbands down over me. I never go anywhere, but sometimes the company comes and takes me out, it all depends on whether you pay your bill or not. I am not a bee but I often buzz in your ear. I am the bell of the town, and while I do not wear jewelry, I often get rings. Whether I do things or not, a lot of people nail me to the wall; and I like music, but the only music I hear is chin music. I get all the popular airs, and the most popular one is hot air. — *Selected.*

### Introducing Brother Wright

**H**ERE is presented the latest Pen-tograph of Joseph Sylvester Wright, general manager of the elevator in the Union Office. He is



our most popular man, active in salve spreading and social uplift, he also stands in with all the ladies (in the elevator). Always sunny and cheerful, he takes the ups and downs of life with perfect equanimity. In 1911, his Buick was a wonder, and, though unbelievable, it will still go (at times). At that time it was equipped with side curtains. A machine is all right, but two miles is a long way to walk to the garage.

### A. W. McGuinness Promoted

**F**ROM water boy with the New England Telephone and Telegraph Company to wire chief over approximately 650 square miles of Rhode Island territory, is the story of Mr. Arthur W. McGuinness.



A. W. MCGUINNESS

Mr. McGuinness entered the employ of our Company eighteen years ago, as a lineman. Soon after that, he became wire chief at Centerville, and later was appointed wire chief of the Warwick Neck exchange, a position he has filled satisfactorily for the past eleven years.

To-day Mr. McGuinness's territory includes Kent and Washington counties, in which there are seven exchanges: Greenwood, East Greenwich, Wickford, Narragansett Pier, Hope Valley, Coventry, and Valley.

We know Mr. McGuinness is the man for the job, for he has quite a reputation for "delivering the goods." They say his initials ("A. W.") stand for "always working."



### Merry Christmas

**W**HETHER we voice it or not, the summer, with its heat and its interruptions for vacations, is not the real, hard-at-it working season of the year. But ahead of us stretches the winter, when every one settles down to consistent industry. There are many satisfactory sides to our jobs if we look for them, and in this stage of industrial unrest and transition it should be a source of gratification to us to feel that our work is reasonably permanent. With living costs commencing to decline, and curtailment prevalent in many lines, it is a doubly fine sensation to feel "I've got a steady job."

Copy for TOPICS is published as submitted whenever possible. It is published with changes, if changes are necessary. It is held for future use if that course seems advisable. And when none of those three things happen, it is returned with explanation regarding its non-appearance. There is one exception to this last rule: When anonymous communications are received they cannot be returned. Be sure to mark plainly any matter you prepare for the magazine.

### Three Guesses!

**N**OT long ago, Information was asked the telephone number of Mr. Norman. Upon being told that there were several Normans listed, which one was wanted, she received the reply, "Please, Miss, I want the smooth-faced gentlemen."

The other day the deputy sheriff of North Attleboro, who is also the warden, called the test board about some tree trimming, and the conversation ran something like this:

"North Attleboro Test Board."

"Who?"

"North Attleboro Test Board."

"Well, who's this talking?"

"The testman."

"Who?"

"The testman."

"I'll show you how tough you are if I come down there."

And it took quite a while for the testman to explain to him that he did not want to be a tough man with the deputy sheriff, but just a plain, ordinary testman.

## A Good Companion

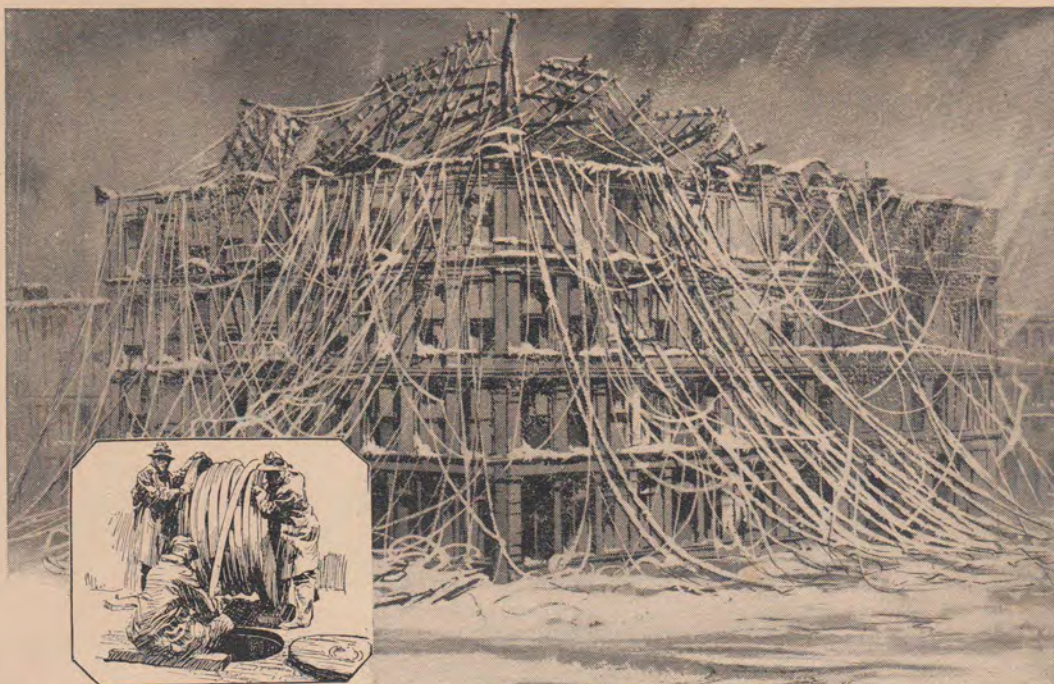
By M. A. THOMAS, in "Converse Folks"

AS I muse there's something strikes me;  
There's a host of folks dislike me,  
And this knowledge sorely piques me,  
For I try my best to please.  
Scores of people just abhor me,  
And as many more ignore me;  
Countless millions perspire o'er me,  
Toiling for their bread and cheese.

From their idle paths some shove me,  
Others think themselves above me.  
Oh! I'd like the world to love me.  
In return, the world I'd bless.  
But the idle folks who fear me,  
And the careless folks who queer me,  
If they only lingered near me  
Would soon know true happiness.

Lucky is the man who takes me  
By the horns and fiercely shakes me,  
And with spirit undertakes me;  
He's the man who wins the race.  
Blessed is the man who finds me  
Easy; learns to like me; minds me;  
Ne'er refuses nor declines me,  
Looks me boldly in the face.

Business cannot do without me,  
Neither can ambition rout me;  
There is something nice about me  
That captivates the busy clerk.  
Though you may not just adore me,  
Let not greed nor avarice lower me!  
Nor let pleasure come before me!  
Stick to me! my name is WORK.



## The Contributions of Science

The greatest material benefits the world has received have come from the laboratories of the scientists. They create the means for accomplishing the seemingly impossible.

Science, after years of labor, produced the telephone. From a feeble instrument capable of carrying speech but a few feet, science continued its work until now the telephone-voice may be heard across the continent.

In February of 1881 a blizzard swept the city of Boston, tearing from the roof of the Bell telephone building a vast network of 2,400 wires. It was the worst

wire disaster the Company had sustained.

Now through the advance of science that number of wires would be carried in a single underground cable no larger than a man's wrist.

As the fruit of the effort of science greater safety and greater savings in time, money and materials are constantly resulting.

And never before as now, the scientist is helping us solve our great problems of providing Telephone service that meets the increased demands with greater speed and greater certainty.



**AMERICAN TELEPHONE AND TELEGRAPH COMPANY  
AND ASSOCIATED COMPANIES**

*One Policy*

*One System*

*Universal Service*

*And all directed toward Better Service*